



SUNGARD

ACHIEVING QUANTIFIABLE RISK REDUCTION FOR A LARGE REGIONAL BANK

Customer
Success
Story

Building Strength from the Ground Up

CLIENT CHALLENGE:

A large regional bank based out of San Juan, Puerto Rico was concerned about the potential for island-wide catastrophes such as Hurricane Katrina. Given the high degree of sensitivity of the financial data they processed every day, the bank made the commitment to enhance its business continuity measures to reduce risk for the company and its customers.

SUNGARD SOLUTION:

SunGard Availability Services' colocation facilities and data replication capabilities provided the bank with substantial risk reduction, faster recovery times, streamlined testing capacity, and an increased return on their investment in business continuity.



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They helped us understand the value and advantage of each solution, and made us aware of new technology we could integrate into our recovery strategy in a cost-effective way.”

**Vice-President,
Operational Risk
Management**

Every day, a large regional bank based in San Juan, Puerto Rico processes innumerable financial operations: checks, investments, loans, ATM and POS transactions, and more. Given the high degree of sensitivity of the data being processed, coupled with concerns about island-wide catastrophes such as hurricane Katrina, the bank made the commitment in 2010 to enhance its business continuity measures to further reduce risk for the company and its customers.

VIRTUAL AND CONCRETE SOLUTIONS

When considering an enhancement to its business continuity and disaster recovery strategy, the bank’s leadership considered multiple courses of action, including utilizing outsourced recovery services or constructing or leasing a data center and mainframe in the U.S.

Based on the strength of an existing partnership, the bank ultimately decided to move forward with SunGard Availability Services, with whom they had worked with for more than 10 years. The vice president of operational risk management at the bank explained, “One of the key determining factors was that SunGard did not provide us with a single solution when we approached them, but with at least five alternative solutions. They helped us understand the value and advantage of each solution, and made us aware of new technology we could integrate into our recovery strategy in a cost-effective way.”

At that time, the bank had a recovery center on the island, and was replicating data using tape. SunGard recommended colocation at a SunGard facility in the northeastern United States to provide a greater dispersion of risk to major local events or disasters. critical platforms for the bank were relocated from the local recovery center to SunGard’s data center. Virtual technology made data replication feasible, cost-effective, and secure. “Transporting data tapes was a cumbersome and risky process,” the vice-president stated. “The loss of a tape would have been a significant matter. By migrating to data duplication technology, we reduce risk and improve recoverability.”

In addition to the data duplication process, another critical transaction processing system was collocated at the SunGard facility. Transactions are replicated real time via a new telecommunication network to this alternate system.

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QUANTIFIABLE RISK REDUCTION

Using the SunGard colocation facility at a SunGard data center automatically reduced risk for the bank by virtue of the geographic distance now placed between its primary location and the colocation facility. However, distance was only one of several ways it improved its recovery posture:

Stability. The bank’s primary mainframe environment previously had a recovery time objective (RTO) of 48 hours. Having the data replicated at SunGard brought the RTO down to 30 hours. For the application running on dedicated servers at SunGard, recovery time remained the same which are less than 1 hour.

Remote access. Swift recovery time was made possible through the use of a virtual command center, or VCC. George Barbara, Senior Strategic account executive at SunGard availability Services, commented, “using the VCC, the bank can recover remotely via the internet and a laptop: it solves the challenges associated with getting people to a recovery facility located at a distance. The VCC has the same look and feel as if they were onsite and enables full recovery with complete security.”

Streamlined testing. Remote access is not only of value during an actual recovery situation. It also permits testing to be conducted at regular intervals without necessitating inconvenient travel time. The vice-president stated, “We have seen that testing has improved our recovery times, making recovery simpler, faster, and smoother. We can do tests more frequently because of the ease associated with remote recovery access.”

Increased Return. SunGard’s recovery solution brought cost benefits as well. The vice-president confirmed, “We now have a more robust recovery strategy that helps us reduce risk – and we did not increase the total amount we are investing in business continuity. For me, that is a significant achievement.”

Continuity Expertise. The bank is able to draw at need upon SunGard’s 30 years of business contingency planning and disaster recovery experience.

"We provide them with the best methods to structure their disaster recovery operations and increase their service levels," stated Barbara. "We make sure their data is protected in an optimal way and that their applications can be recovered swiftly. ultimately, we are able to offer a holistic solution because we focus on the business issues in front of them, and on using technology to solve those issues."

EXCEEDING EXPECTATIONS

in reviewing the planning and implementation process, the vice-president expressed his appreciation of the SunGard team. "SunGard's personnel were very professional. everyone at the table had the knowledge to develop and evaluate

alternative solutions and to provide new technology alternatives to accomplish the project goals in a cost effective way. SunGard brought in the right resources at the right time."

The bank future plans include relocating additional systems off-island continue to leveraging the same data deduplication implemented to redesign the recovery process of one of its primary systems. the vice-president stated, "We look forward to a continued partnership with SunGard. When we started this project, we didn't know what results we were going to get. By the end, SunGard exceeded our expectations by guiding us through the process in the most objective way possible to meet all our goals."

About SunGard Availability Services

SunGard Availability Services provides disaster recovery, managed IT, information availability consulting services, and business continuity management software to over 8,000 customers in North America and Europe.

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