

Scale your SAP environment to grow at the speed of your business.

Around the world, the best-run businesses rely on SAP enterprise software to compete and succeed. But scaling an SAP application architecture can require significant investments in time and resources. Many companies struggle when implementing a new SAP application or upgrading the underlying infrastructure that supports their business-critical SAP applications.

The solution is Sungard Availability Services Managed SAP Services.

Sungard AS Managed SAP Services provide you with a secure, reliable, and fully managed virtualized platform for your SAP applications. Our platform provides all the necessary compute, storage, network, and backup you need to support your production workloads. Sungard AS manages your infrastructure as well as your application. You avoid the costs and hassles of managing infrastructure assets and support— while achieving the highest levels of SAP application availability and performance.

Whether you need a single development environment or a complete multi-landscape infrastructure, Sungard AS

delivers the services you need — quickly, expertly, and at a predictable price. What's more, Sungard AS Managed SAP Services seamlessly interconnect with your Sungard AS-hosted physical environments for a flexible hybrid solution.

Building on Sungard AS' extensive experience in designing and operating highly available infrastructures, our SAP Cloud Services leverage a best-in-class virtualization platform to deliver multiple layers of application protection.

Sungard AS Managed SAP Services are designed to meet your immediate needs for capacity and operations. And grow with you to support your business as it achieves new levels of success.

A secure, reliable, and fully-managed virtualized platform certified for SAP applications

Sungard AS Managed SAP Services are designed to meet your immediate needs for capacity and operations.

Key benefits

- Installation and configuration of your SAP environment, including virtual machines, firewalls, backup, and storage
- SAP Basis support, updates, and transports
- SAP performance and change management
- 24/7 infrastructure monitoring and management
- 99.9% SAP production availability service-level agreement (SLA)
- Managed storage with integrated online backup and restore
- Proactive patch management and resolution of alerts
- Resiliency options in North America and Europe



The Sungard AS Advantage

Experience

- Expertise in management and recovery of complex IT environments
- SAP application specialists who provide expertise on technical application, database administration, and performance management
- Optimized SAP applications for greater ROI and more productive users
- More than a decade of experience managing SAP environments combined with more than 30 years of experience supporting customer systems and infrastructure

Reliability

- All deployed SAP virtualized instances covered by an infrastructure-uptime SLA in combination with an SAP production-uptime SLA
- Rigorous backups, rapid restoration, and minimized risk of data loss
- Virtualized platform built with both local-instance failover and optional secondary-site recoverability

Security

- Data center facilities operated at the highest standards for physical security
- Virtualized systems logically isolated and firewalled
- Connection options that include site-to-site virtual private networks and private carrier circuits

Excellence

- SAP-certified cloud services provider
- Data centers and processes included in SSAE 16 Type II audits, backed by ITILv3, and certified to the ISO/IEC 20000-1 standard

Business benefits

SAP production-ready

We deliver advanced monitoring and range of SAP Basis services, from configuration support to application administration.

Application resiliency

Multiple layers of application protection consist of multisite availability for automated failover of virtual systems, secure data replication, and SAP recovery options.

Simplified management, peak performance

Sungard AS takes care of the underlying systems infrastructure and administration, so your SAP landscape performs its best.

Availability and flexibility

We can interconnect and support your most complex hybrid infrastructures—and position you to take advantage of flexible on-demand pricing and scalability.

About Sungard Availability Services

Sungard Availability Services provides disaster recovery services, managed IT services, information availability consulting services and business continuity management software.

To learn more, visit www.sungardas.com or call 1-888-270-3657

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