

MANAGED IT SERVICES

Expert management for your mission- critical workloads



SUNGARD®
AVAILABILITY
SERVICES™

Managed IT services from Sungard Availability Services

On average, enterprises realize only 43% of technology's potential¹, according to Gartner research. Organizations like yours need to avoid becoming part of this statistic. Technology can help you gain competitive advantage by increasing speed to market and expanding your business reach. But in order to accomplish this, you need to transform your infrastructure to become more agile and responsive, while keeping your IT staff focused on value-added projects that enhance your core business.

Sungard Availability Services helps companies like yours leverage technology to achieve your specific business goals. Our comprehensive portfolio of managed IT offerings includes fully managed server, storage, security, network, applications and cloud services. Our expert personnel help architect and manage your enterprise-grade environments, delivering the always-on, always-available support on the global scale you need. The result is an agile, scalable, resilient and secure environment that's designed to maximize the value of your IT investment.

- **Increase enterprise growth** by utilizing managed IT services that allow you to enter new markets as well as launch products and services quickly and cost effectively.
- **Deliver operational results** by taking advantage of an efficient IT infrastructure designed, integrated and administered by managed hosting professionals with proven expertise.
- **Improve cost efficiencies** by using Sungard Availability Services' buying power and investments in infrastructure and technology.
- **Protect your mission critical assets** with IT environments architected to provide high availability and security.

“Traditional high availability is no longer good enough; key applications must be accessible at all times for businesses to survive and thrive...”²

¹ Source: "Hunting and Harvesting in a Digital World: The 2013 CIO Agenda," Gartner, January 2013

² Source: "Continuous Application Availability: Strategy for Business Resiliency," DRJ, February 2011



A photograph of three business professionals walking through a modern office hallway with large glass windows. The image is partially obscured by a dark triangular graphic on the left side.

Expert management for your mission-critical workloads

On average, enterprises realize only

43%

of technology's potential¹ doing it yourself

Transforming IT, Transforming your business

As you look to IT to innovate and deliver business value, you need to transform your inflexible or aging IT infrastructure to become more agile and responsive to your business. But while it's important to modernize your infrastructure and adopt new technologies, such as the cloud, you can't replace everything. You need to upgrade select services, leverage your existing infrastructure, integrate all of your systems, and operate the overall environment in a seamless manner.

At the same time, you need ironclad assurance that your mission critical systems will provide all users — customers, employees, and partners, using all devices from desktops to laptops or mobile devices — the always on, always available access they expect. And it's essential to guard your data against evolving security threats both from within and outside your company. Yet your budget is shrinking. And your staff must focus on value-added projects that support your core business.

A fully managed IT environment for mission critical workloads

Managed IT Services from Sungard Availability Services offload the operations of your infrastructure and deliver the same high standards you'd expect from your own employees so you can concentrate on projects that

deliver a competitive advantage. We serve as a partner, providing comprehensive solutions that help you manage every step in your IT journey, including design, operation and recovery.

“Cyber threats are one of the most dangerous intrusions facing American businesses today.”

Source: Kevin Cornelius, special agent in charge of the FBI's Cincinnati region



Benefits

Increase agility and competitiveness

Modernizing your infrastructure means you can react more quickly to market changes and better respond to your customers. And to ensure you can realize the benefits of modernizing your information technology, we work with you to understand your specific business' goals and design solutions to address exactly what you need. The result is an agile hybrid IT solution that incorporates your legacy systems with the optimal mix of fully managed IT services, as well as enterprise cloud solutions. Our global scale and flexible consumption models easily support your business needs now and as they change in the future.

Bullet proof availability

Because your IT systems are a critical component of your business operations, we design and build resiliency into everything we do. As the de-facto leader in high availability and recovery, we'll analyze, design, and ensure resiliency throughout your IT environment — from production

to secondary sites. We deliver enterprise-grade, best-in-class infrastructure on a global scale through the use of standardized processes, ITIL-based practices and industry leading tools to proactively monitor and resolve issues. Our best-practice methodologies and standard, repeatable processes result in the high quality and reliable service delivery your business-critical applications require.

Reduce business, operational, security and compliance risk

You're looking to protect your vulnerable network and secure communication with laptops, remote offices and other devices. Our IT security specialists work with your team to review all your security and compliance needs, then tailor a managed security approach that fits and is cost-effective for your business. Our certified experts will integrate firewalls, implement two-factor identity and access management, and incorporate virtual private networks to protect your sensitive data.

We extend protection to the most sensitive data with dedicated devices that control access to applications, databases and individual files.

Additionally, our comprehensive quality assurance program helps ensure adherence to internationally recognized and industry standards. We have built our data center facilities to address a broad range of IT industry standards and best practices for security, resilience, and performance. Our teams hold an exhaustive list of certifications and accreditations.

A cost effective solution

Our Managed IT Services solutions are highly cost effective. You'll benefit from our leveraged investments in capital, infrastructure, automation, management technologies and repeatable processes. Our in-depth knowledge of a wide range of situations and environments further enhances cost efficiency by allowing us to do things right the first time to avoid costly rework, solve issues faster, and proactively prevent problems.

55%

“The cost of running IT often represents 55% of the IT budget. Executives want to reduce IT operational costs so they can increase expenditures for new products and technologies.”

Source: “Outsourcing Advisory: Sourcing Strategy Options and Approaches for Infrastructure Services,” by Claudio Da Rold, Gartner, September 2013



Service offerings

Our Managed IT Services fit within your existing infrastructure and offer you just what you need. Our services include:

Managed Infrastructure Services

- Server management services proactively administer, manage, monitor, report on and support the most commonly used operating systems.
- Storage services deliver data backup and SAN services to backup your primary storage and information as well as meet your data protection and compliance requirements.
- Network services offer proven and reliable network connectivity (WAN, LAN and Internet) throughout your enterprise, with redundant and secure infrastructure solutions engineered for uninterrupted performance.

Managed Security Services

- Sungard Availability Services' Defense-in-Depth strategy is supported by a comprehensive suite of security products. These include network and web application firewalls, virtual private networks, identity and access management, intrusion detection and prevention, vulnerability assessment, file integrity monitoring, log management, threat management, identity and access management, and two-factor authentication.
- Our solutions are all delivered by our credentialed security experts and backed by ISO-certified best practices.

Managed Application Services

- Application services include Managed Database Services for Microsoft SQL and Oracle, Managed Citrix Services, Managed SAP Services, Managed Oracle Services, and Managed Microsoft Exchange.
- Our experts deliver ongoing application and database administration, proactive monitoring and maintenance, and immediate support when problems occur to minimize downtime.

Managed Cloud Services

- Managed Cloud Services combine world-class IT infrastructure management with all the necessary compute, storage, network, and backup services and operational support in a multi-tenant environment.
- Managed Private Cloud Services deliver a more private production compute environment. Our Managed Private Cloud Services offer dedicated VMware ESX clusters and dedicated datastores that isolate critical data while allowing you to take advantage of cost-effective shared components.
- Hosted Private Cloud Services offer the ultimate in privacy. These services give you the option of having a 100% dedicated cloud platform for your production environment to ensure security, performance and resiliency.





Why choose Sungard AS?

More than 30 years of experience supporting complex IT operations and providing availability management.

Highly flexible tailored solutions to support customers' unique business and IT requirements.

Managed services ranging from hosting to virtualization to cloud, in a resilient, secure, enterprise-grade IT environment.

Breadth of services and expertise to transform and operate business-critical hybrid IT environments.

For more information please visit our website at:
www.sungardas.com/solutions

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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
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