

Recovery-as-a-Service Leveraging VMware's Site Recovery Manager 5.x

The Challenge

Despite the market hype that virtualization makes recovering applications so much easier, the truth is that recovering virtual applications environments is still far from easy. Recovering virtual environments presents the same challenges that must be solved when protecting and recovering data in general – but adds additional complexity because of the unique characteristics of virtual environments. Typically, the recovery of virtual environments requires investments in a secondary data center, technology, and people; is error-prone due to manual recovery procedures; and takes too long for large-scale environments, often resulting in an incomplete environment with gaps in the data recovered.

As with the recovery of virtual environments, the need to move data to a second site with recovery infrastructure

still exists. In terms of a second site, your recovery options are to:

- Invest in a full copy of your production infrastructure at a second site (an always-on, dedicated model)
- Use a hot site that provides recovery equipment and technologies when needed (an on-demand model)

While the first option allows for far quicker recovery, the capex required to set up a dedicated recovery site can frequently “bust” the IT budget. While the second option is far less expensive, it frequently necessitates recovering manually from “bare metal,” and can take too long. Even organizations that have adopted some level of automation tools to assist still need to invest in expertise and adhere to change management processes to be successful. Many find their ability to keep those tools current with their production VM environment too burdensome to manage on an ongoing basis.

Recover your virtual applications environment within an Ironclad RTO, at an optimized cost structure

The Solution

Sungard AS' Recover2Cloud for vCenter SRM™ leverages VMware's Site Recovery Manager recovery automation software to offer you fully managed recovery-as-a-service for your VMware environments. If you operate a VMware environment, you'll be able to leverage your staff's existing familiarity with VMware tools to capture the many benefits of SRM, including:

- Non-disruptive testing of recovery plans
- Automated recovery process to ensure faster RTOs
- Simplified and built-in VMware recovery blueprints
- Integration with your storage vendor's replication
- Integration with vCenter Server
- Support for other testing use cases, i.e., pre-production testing

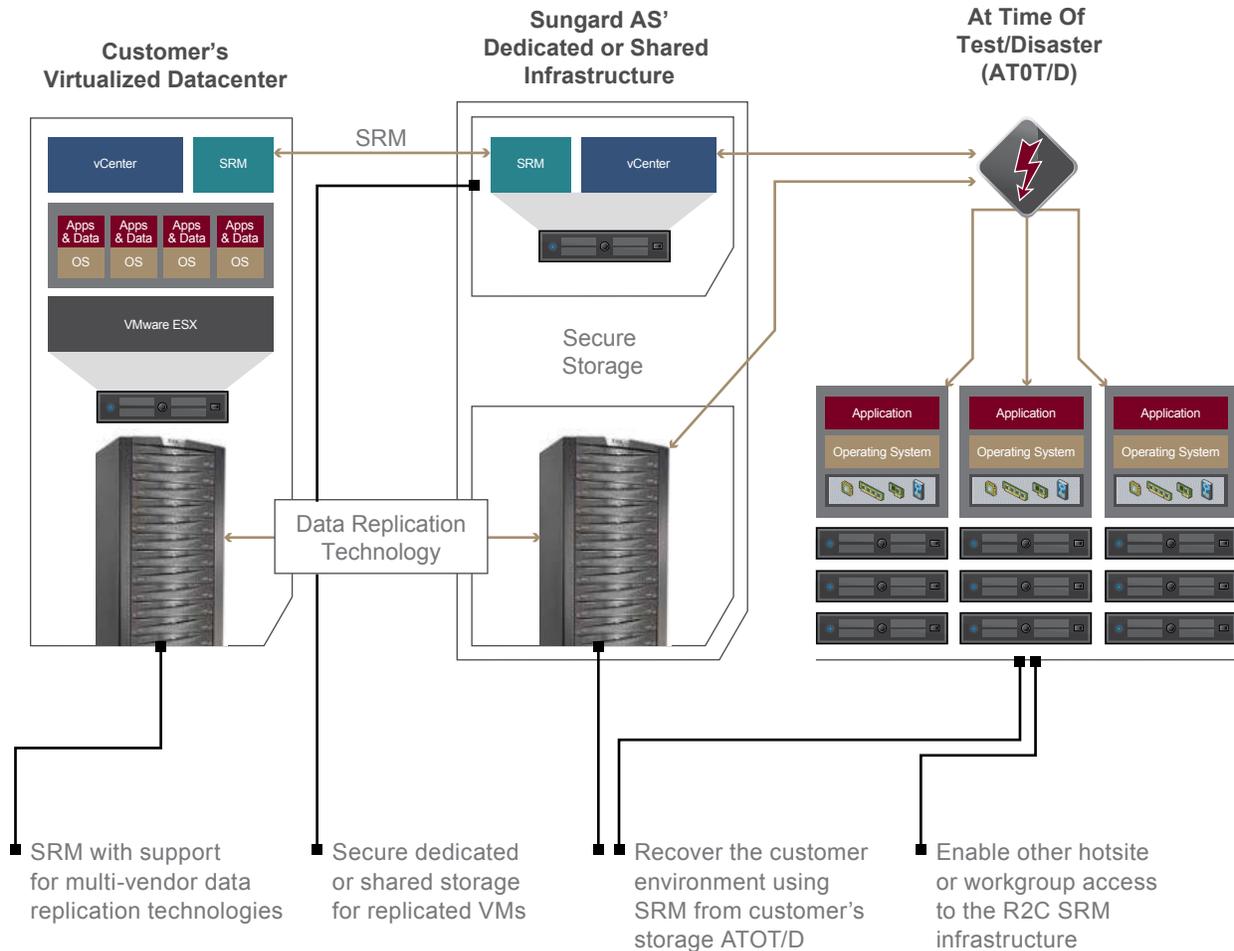
As part of Sungard AS Recover2Cloud for vCenter SRM™ service, we:

- Manage the replication and recovery of your virtual machines (VMs)
- Monitor your recovery environment on a day-to-day basis
- Provide contractually guaranteed Recovery Time Objectives (RTOs)
- Offer you access to additional VMs for quality assurance and user acceptance testing without interrupting replication (our Always-On model)
- Enable you to transfer capital outlays for additional recovery infrastructure (both hardware and software) into monthly operating expenses



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Sungard AS' SRM-BASED RECOVERY-AS-A-SERVICE
(Recover2Cloud for vCenter SRM™)



Typically, the recovery of virtual environments requires investments in a secondary data center, technology, and people; is error-prone due to manual recovery procedures; and takes too long for large-scale environments, often resulting in an incomplete environment with gaps in the data recovered.



The Benefits:

Robust Service Level Agreements with a Range of RTOs

Our service comes with the following ironclad SLA guarantees and includes 24/7 monitoring of the replication infrastructure:

NUMBER OF VMS	RTO (ALWAYS-ON)	RTO (ON-DEMAND)
1 – 250	4 HOURS	8 HOURS
251 – 500	6 HOURS	10 HOURS
501 – 750	8 HOURS	12 HOURS
751 – 1,000	10 HOURS	14 HOURS

Optimized Costs vis-à-vis a Do-It-Yourself Recovery Model

Eliminate the need to invest in hardware and software infrastructure for a second site. Sungard AS provides all of the necessary hardware and software components required for protecting and monitoring your virtual servers, which you can access on an “always-on” basis (dedicated) or on an “on-demand” basis (as needed), enabling:

- Cost improvement of 40 to 70% versus a do-it-yourself solution¹
- A shift from capex into opex
- Monthly billing on a per VM per month basis

Increased it focus on value creation programs

An important part of your charter is to create new business applications that support incremental revenue streams for your company. You cannot accomplish this effectively if you and your team also have to manage and run an IT disaster recovery program. Dealing with the daily operations of a complex, hybrid production infrastructure is challenging enough without the added burden of doing the same for a recovery environment. If you leverage our more than 30 years of expertise and our thousands of dedicated experts to handle your recovery, you can unleash a renewed focus on the part of your IT staff to drive value creation for your business.

Optimized DR testing

Because of the shortage of staff and lack of focus on DR, many IT organizations place their applications at risk by testing on a once-a-year or ad hoc basis. Sungard AS' solution lets you exercise your DR plans as often as you like, whenever you like, without disrupting replication.

Maximize your investments

In these troubled economic times, your IT organization is no stranger to the maxim, “Do more with less.” With the “always-on” version of Sungard AS' Recover2Cloud for vCenter SRM™ you can significantly improve your staff's productivity by leveraging always-available VMs at Sungard AS' recovery site for:

- Quality assurance testing
- User acceptance testing
- Pre-production staging

...all without additional capital investment in hardware or software infrastructure.

¹ Savings are based upon Sungard AS' estimates of scale advantages in operations, space, and power, as well as efficiencies in infrastructure use.

Two service models for increased choice and flexibility

Sungard AS' Recover2Cloud for vCenter SRM™ comes in Always-On and On-Demand options, each with a number of infrastructure, managed services, and premium features that can be tailored to your unique environment and business needs:

INFRASTRUCTURE OPTIONS	ALWAYS-ON	ON-DEMAND
Compute Environment	DEDICATED PRIVATE COMPUTER	DEDICATED SHARED COMPUTER
Network Environment	DEDICATED PRIVATE NETWORK	DEDICATED SHARED NETWORK
Storage Environment	SUNGARD AS OR CUSTOMER-OWNED	SUNGARD AS OR CUSTOMER-OWNED
VMware SRM license	SUNGARD AS OR CUSTOMER-OWNED	SUNGARD AS OR CUSTOMER-OWNED
END-TO-END MANAGED SERVICES		
24/7 Replication Monitoring	✓	
24/7 Management of VM recovery using SRM	✓	✓
Sandbox testing without interruption of replication	✓	
Configure secure network for external users	✓	✓
Hot site connectivity for hybrid use cases	✓	✓
PREMIUM FEATURES		
Virtual SRM service manager	24/7 SERVICE MANAGER	NONE
Scheduling and activation	PRIORITY ACCESS TO RECOVER2CLOUD FOR vCENTER SRM RESOURCE POOL	SUBJECT TO SUNGARD AS MULTIPLE DISASTER PROVISIONS
Managed tests per year	20 (TESTS CAN BE UNLIMITED IN LENGTH)	2 (TEST LENGTH LIMITED TO 48 HOURS, ADDITIONAL TESTS CAN BE SUBSCRIBED)
SUNGARD AS RECOVER2CLOUD FOR vCENTER SRM™ REQUIREMENTS AND SPECIFICATIONS		
Array-based Replication Technology	STORAGE VENDOR'S REPLICATION SUPPORTED BY SRM 5.X	
vSphere Replication Technology	SRM 5.x	
Maximum number of VMs	1,000	
Array Protocols Supported	FC, FCoE, iSCSI, CIFS, NFS	

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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