

Comprehensive and flexible Recovery Services for NetApp Storage Environments

Sungard Availability Services RaaS for NetApp is a suite of services that delivers recovery of your NetApp storage environment, including daily data backup, replication, and fully managed recovery services.

Continued explosive data growth has put traditional data protection methods under pressure. Tape-based backup methods, in particular, are outmoded consuming IT budgets and creating administrative complexity. As a basis for recovery, tape is high-risk, resource intensive, and unreliable – and slows the recovery beyond what most organizations can tolerate. In many cases, these risks have called into question the need to continue traditional backup methods altogether.

Recognizing these limitations, many organizations have adopted more efficient disk-based protection methods such as that enabled by the NetApp suite of data management software and hardware. Snapshot capabilities built into NetApp disk have become a popular alternative to traditional backup. However, recovery options have focused on data without the end-to-end services approach required to ensure coherent OS and VM recovery.

The Sungard AS Recovery-as-a-Service (RaaS) suite offers a comprehensive, end-to-end approach to managing data protection in NetApp storage environments which is designed to ensure the successful capture, replication, and retention of data while also delivering tiered OS and VM recovery options at a secondary recovery location.

Three options of RaaS for NetApp Storage Environments plus Colocation

Sungard AS and NetApp jointly developed these services to ensure the flexibility, scalability and assured data coherency required for resiliency of a wide variety of applications.

Add any combination of recovery services to your recovery program:

- Recover2Cloud for Site Recovery Manager for fully-managed recovery of VMware virtual machines from managed NetApp vaults
- Managed Recovery Program (MRP) for fully-managed recovery of applications on NetApp storage
- Access to shared recovery systems at Sungard AS facilities for self-managed physical and virtual recovery

Sungard AS RaaS for NetApp includes

- Colocation Services
- Enterprise Storage Replication (ESR)
- Recover2Cloud® Site Recovery Manager (SRM)
- Managed Recovery Program (MRP)

Sungard AS RaaS for NetApp was developed jointly by NetApp, one of the leading providers of enterprise class storage solutions, and by Sungard AS, a leader in recovery services— and a NetApp platinum-level partner.



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These highly flexible services can be tailored to meet the specific needs of your environment.



Sungard AS RaaS options for NetApp at a glance

Attributes	COLOCATION SERVICES FOR NETAPP	ENTERPRISE STORAGE REPLICATION (ESR) FOR NETAPP	R2C-SRM FOR NETAPP	MANAGED RECOVERY PROGRAM FOR NETAPP
Service Description	Dedicated colocation	Managed backup, replication and storage recovery service	Automated recovery of protected applications in VMware environments on low-cost cloud	Fully managed recovery from dedicated or shared storage
Storage pricing model	Capex investment	Opex usage model	Opex usage model	Opex usage model
Sungard AS space/power	✗	✗	✗ (server capacity)	✗
On-Demand Recovery Hardware	✗	✗	✗	✗
Network connectivity to production site	✗	✗	✗	✗
Initial seeding services		✗	✗	✗
Sungard AS NetApp hardware and software		✗	✗	✗
Managed daily backup and mirrored replication		✗	✗	✗
Source and target capacity monitoring		✗	✗	✗
FlexClone of recovery data		✗	✗	✗
Backup of non-NetApp servers		✗	✗	✗
Preservation and recovery of VMware vCenter			✗	✗
Sungard AS SDM				✗
Recovery Lifecycle Management (RCM)		✗		✗
Service Measurement/ Objectives		FlexClone available	4Hr to 12Hr VM Recovery FlexClone available	Application Recovery FlexClone available

Enterprise Storage Replication for NetApp

With Enterprise Storage Replication for NetApp, Sungard AS takes on responsibility for moving protected data from your primary NetApp storage environment to a Sungard AS secondary NetApp environment in one of our world-class recovery data centers. The service delivers managed protection, including backup, replication, vaulting, and storage management. This service is offered with access to Sungard AS shared recovery equipment available at the secondary facility. Working with Sungard AS services means that capital expenditures — and maintenance overhead — in favor of flexible, predictable monthly service fees.

Managed backup services

Managed online backup greatly simplifies data protection, retrieval and restoration. It eliminates the logistical challenge of transporting storage media, as well as the risk of lost or damaged tapes.

With Enterprise Storage Replication for NetApp, the backup data in Sungard AS' NetApp storage environment is available 24/7 for you to retrieve and restore. Daily backups are performed using NetApp SnapVault software, which combines block-level incremental backup with 20:1 deduplication to

reduce backup times from hours to minutes. The deduplication process also minimizes long-term capacity requirements, which keeps your costs down because pricing is based on storage used.

Managed replication services

In addition to daily backups, Sungard AS uses NetApp SnapMirror to replicate the data between your source NetApp storage environment and Sungard AS' target every few minutes. These frequent replication points are scheduled in advance according to your requirements, helping to ensure you meet the required Recovery Point Objective (RPO).

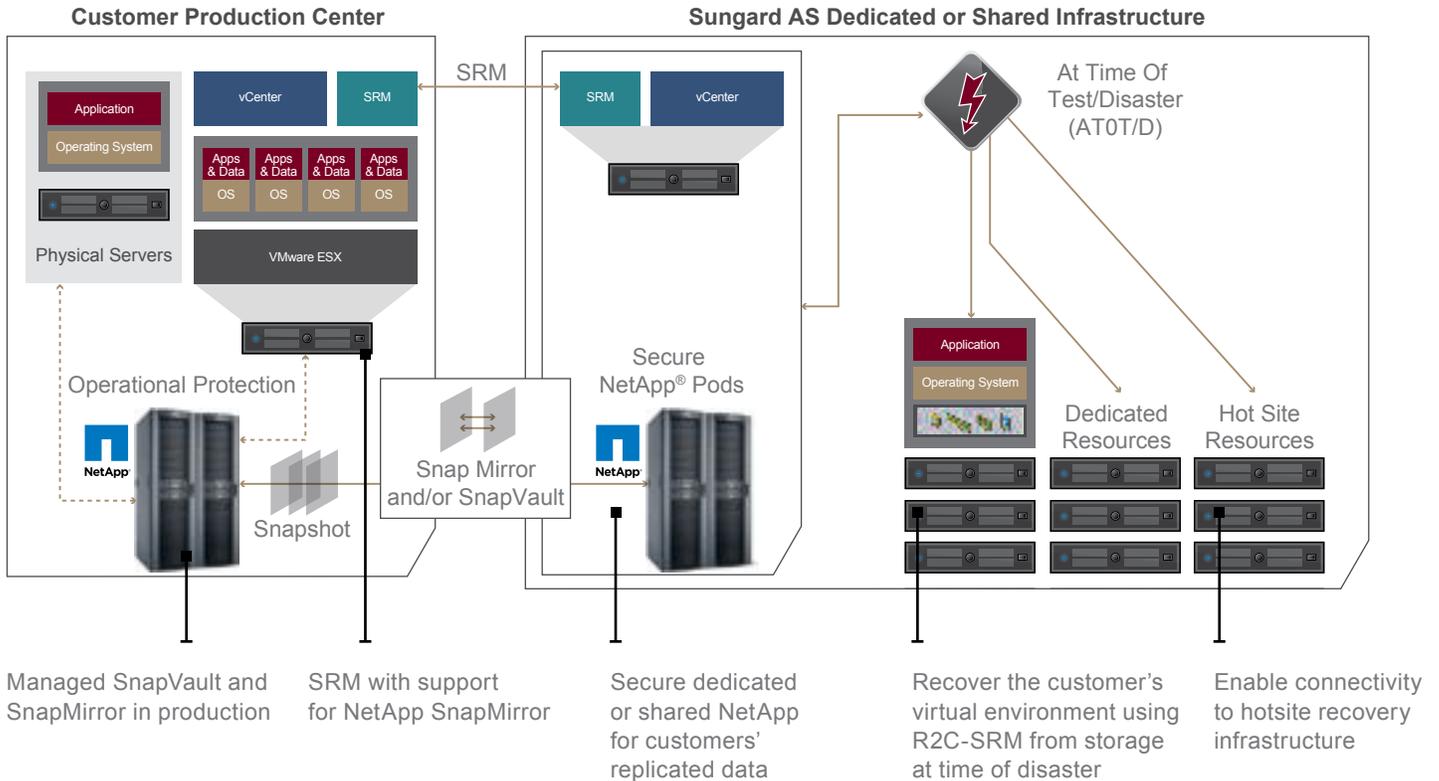


Enterprise Storage Replication for NetApp

Fully managed backup, replication, monitoring and recovery of your NetApp storage environment

With Enterprise Storage Replication for NetApp storage, Sungard AS NetApp specialists manage:

- Daily backups with SnapVault
- Mirrored replication with SnapMirror
- 24/7 monitoring and maintenance with SnapManager software
- Recovery and testing, including a FlexClone image of your protected environment



Recover2Cloud® Site Recovery Management for NetApp

Sungard AS Recover2Cloud (R2C) for Site recovery Management provides fully managed, SLA-backed recovery of large virtual environments leveraging investments in NetApp storage environments. Gain faster assured recovery with less management burden at a lower cost than with alternative solutions.

For organizations with large virtual environments Recover2Cloud (R2C) for Site recovery Management solves a persistent recovery challenge by delivering predictable, easily managed, assured fast recovery of these environments.

R2C automates VM recovery and allocates server resources as secure private cloud for optimized, rapid recovery. Recovery time objectives (RTOs) are backed by contractual service level guarantees.

When combined with Enterprise Storage Replication for NetApp, this service works with VM images stored on the target NetApp storage device located at the Sungard AS recovery facility.

Server capacity is allocated from our large standby compute resources to create a virtual private cloud (VPC)

environment which is dedicated to you. VMware vCenter configuration is captured and recreated accurately, as a first step in recovery — followed by fast, automated recovery of the entire virtual applications environment.

Adding R2C for SRM significantly speeds recovery of large numbers of virtual machine images along with lowering the burden of test management and disaster recovery, reducing errors and delays from human operation. The lowered cost of VPC platform recovery provides an added advantage.

Managed Recovery Program (MRP) for NetApp

Sungard AS' Managed Recovery Program (MRP) delivers an enhanced technology recovery solution, helping to ensure you can recover your critical systems and application data from unplanned disruptions or disasters. MRP provides complete Recovery Lifecycle Management that integrates several of Sungard AS' Recovery Services to deliver a comprehensive managed recovery solution.

When MRP is added to the Enterprise Storage Replication for NetApp solution, you can experience a fully managed, end-to-end service that leverages Sungard AS' resources, technology and tradition to ensure the highest level of protection.

The Managed Recovery Program for NetApp includes:

Recovery procedure documentation

The Sungard AS Managed Recovery team regularly assembles information about the primary environment that is protected at our site, including configurations, networks, operating systems, databases and applications. The Managed Recovery team uses this information to develop the restoration procedures necessary to restore your OS and application data from the most

recent viable backup. Sungard AS also works with you to add the steps necessary to recover and start applications.

Test management

The service includes a dedicated Service Delivery Manager (SDM) who acts as an extension of your team and has expert knowledge of your recovery program, including the workflow, timeline, and communication and escalation procedures. He or she is a single point of contact who coordinates test planning, test execution, test monitoring, post-test reporting, and the post-test reviews during which both your team and Sungard AS analyze results and identify gaps.

Recovery lifecycle management

Recovery Lifecycle Management integrates with your ongoing production change and configuration management procedures. This allows Sungard AS to identify the changes that can impact recovery procedures and recovery infrastructure configurations. The Sungard AS SDM is responsible for coordinating the process with your change and infrastructure management team, and notifies you when changes to recovery procedures and recovery configurations are required. Before changes are made, you are asked to review and approve them.

Colocation Services for NetApp

With Colocation Services for NetApp, you colocate your secondary NetApp storage appliance in one of Sungard AS' premier recovery data centers at a lower cost than building out and maintaining the infrastructure in-house. Sungard AS connects this target appliance to our on-demand recovery

hardware, which stands by to maintain business continuity in the event there is an outage at your primary facility. While your team performs the regular data movement tasks (backup and replication to the target appliance), Sungard AS provides the space, power, cooling, and connectivity.

About Sungard Availability Services

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

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

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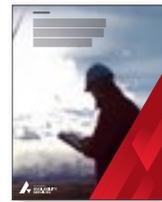
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