

Recover the people and processes that keep you in business

Your people must be front and center when your business continuity plan is deployed. While companies spend substantial resources on recovering their technical infrastructure, many don't think about the workers who are needed to keep business processes running.

We understand how important it is for employees to know that their families are safe when they come back to work — which is why we also offer custom-designed Sungard Availability Services-owned and operated mobile recovery units that can come to you if your employees cannot make it to one of our traditional facilities.

Sungard AS offers a standardized operating environment with comfortable space, x86 desktop and server hardware, printers and FAX machines, and advanced voice and data communications. Our access to the secure high-speed Sungard AS Global Network lets Sungard AS address your voice and data requirements.

Best of all, consistent infrastructure means that you can recover anywhere, and all that changes is the view outside the window.

You can come to us, or we can come to you

Sungard AS has hundreds of employees waiting to help when you need to get your employees back to work. By leveraging Sungard AS' breadth of fixed and mobile work area recovery facilities, standardized desktop PCs, office technology, and the infrastructure to seamlessly connect them all together, you avoid any initial capital outlay, as well as the ongoing resource requirements of an in-house approach.

Just like your own office

In addition to shared or private work areas, many of our fixed recovery facilities have all the comforts of home with inviting break areas stocked with complementary coffee, tea, and snacks, TV, and vending machines. If your employees have dietary restrictions, they are welcome to bring their own food and store it in our break room cabinets and refrigerators.

When Hurricane Sandy struck on October 29, 2013, Sungard AS managed

342

disaster alerts and

117

customer declarations



Sungard AS offers a common PC operating environment across all work area recovery facilities. We also provide robust voice recovery capabilities with advanced call center capability. Sungard AS' desktop drive imaging service can dramatically reduce your desktop recovery time, and mitigate workforce productivity loss.

Flexibility to meet your company's unique needs

Sungard AS' work area recovery services can be tailored to meet your specific needs. Your staff can get back to work in one of our nearly 25,000 seats located at our recovery centers in 70 countries around the world, or in one of our self-contained mobile workplace units that can be delivered to wherever you need it in Canada, the continental United States, or the UK. If you need additional workplace equipment, Sungard AS can ship hardware preconfigured to your specifications to meet the recovery unit or to a staging area.

With Sungard AS, you aren't stuck with a one-size-fits-all approach. You can choose from multiple work area recovery solutions that allow you to meet your RTO and employee relocation requirements. For example, you may want shared recovery space for a short period of time for your technicians to use while they are restoring databases, and have a private, custom-designed dedicated space for your traders and call center employees. If your employees need space near your office or you plan to open a bank branch or insurance claims center, select from our range of advanced mobile recovery units. The choice and options are yours to make.

Everything you need to get back to work

Sungard AS has hundreds of business continuity and security consultants with access to comprehensive solutions to help your employees get back to work quickly. Some of our services include:



Desktop imaging service —

Sungard AS keeps a copy of your desktop image so PCs are ready when you arrive.



Voice services — Multi-line phones, incoming call redirection, voicemail, call center functionality, recording, and more.



Mobile drop ship —

Preconfigured replacement hardware can meet our recovery unit or go to an alternate location.



Network services —

Web and server redirection to your recovery location and LAN bridging across all of our data centers for speedy access to your data.



Work area recovery services capabilities

	SHARED WORKPLACE	DEDICATED WORKPLACE	MOBILE WORKPLACE
CUSTOMER BENEFITS	<ul style="list-style-type: none"> Standardized desktop PCs Extensive geo coverage Desktop Drive Imaging Service (DIS) Lower cost per position Scalable Access to global infrastructure Easy to exercise 	<ul style="list-style-type: none"> Private rooms help you meet government and industry regulations Can populate with specific PC and office technology Easy to exercise 	<ul style="list-style-type: none"> Custom-designed, owned, and operated by Sungard AS No geographic limits, road restrictions or special transport permit necessary in continental USA and Canada Local workforce presence Exercise on site or come to a Sungard AS staging location
ACCESS AND TERMS OF USE	<ul style="list-style-type: none"> Hundreds of seats, with overflow sent to alternate facilities — customers are never turned away 6 weeks — extended use available 	<ul style="list-style-type: none"> Immediate and exclusive use 6 weeks or longer Occasional use for training, testing, and exercising at no additional charge 	<ul style="list-style-type: none"> Delivery starts within 24 hours Can be ready for use in as little as 90 minutes after arrival Usage rights are for incident duration
CUSTOMER NEEDS	<ul style="list-style-type: none"> Fast recovery Customer Service/Billing — provides continued revenue Call Centers — continuous service support 	<ul style="list-style-type: none"> Immediate recovery — ready when you walk in the door Financial Government Healthcare 	<ul style="list-style-type: none"> < 250 seats Recovery Center too far Regional Offices/ Branch Office (ROBO)

“Sungard AS’ team was on top of the situation, and all of our direct revenue-generating employees were operational on Monday morning”

STEPHEN ELLIOTT
 Executive Vice President and Chief Information Officer for
 A leading global business process outsourcing company

Recover the people and processes that keep you in business

The future is here now

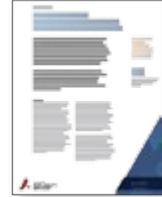
When disaster strikes, companies want one call to do it all.

Sungard AS has thousands of seats across the USA, Europe, and India. We also offer cloud backup and managed recovery solutions, consulting, hot site, and colocation products and services. Along with our Assurance^{CM} continuity planning software and Assurance^{NM} crisis notification system, Sungard AS can supply everything you need to keep your business running when disaster strikes.

The bottom line

When you partner with us, you can be assured of success. Sungard AS has more than 30 years of disaster recovery experience — the longest track record in the industry, supporting more than 2,300 declared disasters globally. Sungard AS has more data centers and work area recovery seats, locations, and mobile units in North America than any other provider.

Additional reading



[New Trends and Directions in Workforce Continuity and Resiliency](#)



[IT Disaster Recovery Best Practice and Lessons Learned from Hurricane Sandy](#)

For additional information

Please visit the [Sungard Availability Services' work area recovery solutions page](#) for more information.

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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