

Ramp up your BC/DR program quickly

You've made a great start to ensuring "always on" availability for your IT systems by investing in a BC/DR tool. But achieving the rapid time-to-value that marks a truly successful program requires far more than technology alone. It demands organizational productivity. Getting up and running on a new BC/DR software solution can be a complex process. Your BC staff needs to develop the right program strategy and structure up front to get started on the right path. These tasks can be quite challenging when your managers are novices or when they simply have too much on their plate. Yet relying on outside experts, consultants, or documentation does little to address the implementation of your specific program.

Sungard Availability Services support resources for software

Speed and Improve your Program Design and Software Implementation.

The Sungard AS Software Support team can help. Whether you need help migrating data or plans or just some extra assistance on the latest capabilities and tricks, we're here to ensure that your software investment is the foundation of a robust, sustainable and actionable program.

We take pride in understanding your business and can align that knowledge with in-depth expertise in implementation, so you can leverage all software capabilities to the maximum advantage, save time and effort and be more productive.

Sungard AS Support for Software gives your staff access to BC/DR best practices experts who can assist you

through every aspect of your program and software implementation. Available 24 hours a day, seven days a week, 365 days a year, our BC/DR experts are backed by more than 30 years of BC and DR experience. We provide unlimited telephone support with a first call resolution rate of more than 80%, and our favorable customer satisfaction rating scores consistently exceed 95%. Online support is also available through our intuitive support portal while users' groups enable you to share ideas and best practices with your peers.

Because our support team is in the same location as our development team, these teams regularly work together to address your issues, resulting in highly customized support and faster resolution of your most challenging issues.



Our software support is why clients stay and come back

The facts

Greater than 80% first call resolution for support incidents

More than 95% of customers give our support their highest rating

Proven expertise: Our team of more than 150 personnel including trainers, support, professional services and development staff bring 30 years of practical experience and over 40 technology and industry certifications.

HDI Certified Support Center

Comprehensive support services offerings

When you select Sungard AS software, you join an industry leading community of passionate BC and DR professionals who can help you address your greatest BC/DR challenges through support services that include:

Comprehensive onboarding services

The Software Service Delivery team proactively assists new and existing customers. This team provides new customers a standard on-boarding process that educates them about all of the services at their disposal. A 45-minute presentation covers our software customer portal, support contact information, service guides, organization chart and management escalation, software upgrade process & notifications, education & training, professional services, and events such as Sungard AS' International User Group Forum.

Intuitive support portal

The newly redesigned Sungard AS software portal provides one-click access to everything you'll need throughout the implementation and roll out of your BC program. You'll find the Sungard AS software knowledge base, all training classes (live and virtual), self-service incident and support management as well as news and registration for upcoming user group events and conferences all in one place.

Unlimited telephone support

Our support experts are available 24 hours day Monday through Friday with worldwide support coverage from teams in the U.S. and India.

Regional user community

Our International User Group Forum, Regional User Groups and Technical Advisory Groups offer a collaborative, fun and productive environment to share ideas and best practices with your peers. Given our breadth, client base of more than 1,800 customers and long tenure in this market, the regional user group is a thriving professional network in the BC/DR industry. The regional user community fosters continued dialogue with Sungard AS and offers an excellent opportunity to drive best practices and ideas for new capabilities and enhancements to the Sungard AS offering.

Software portal



To learn more
Get started now.
Please call
1-866-714-7209 or email
AS.SoftwareSupport@Sungardas.com.

About Sungard Availability Services

Sungard Availability Services is the leading provider of critical production and recovery services to global enterprise companies. Sungard AS partners with customers across the globe to understand their business needs and provide production and recovery services tailored to help them achieve their desired business outcomes. To learn more, visit www.sungardas.com or call 1-866-714-7209 or outside the U.S. +1-484-582-2000.

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