

**SUNGARD** AVAILABILITY SERVICES

# Reduce IT Risk and Maximize Infrastructure Availability Through Colocation Services

Tier1Research/451 Group and SunGard Availability Services



## Datacenter and IT infrastructure Options

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# The Enterprise market mindset

## C-level concerns:

1. Improving productivity
2. Reducing costs
3. Globalization
4. Compliance issues
5. Innovation
6. Reengineering
7. Speed to market
8. Improved products and services
9. Security and risk management
10. Managing customer relationships



# How are these concerns being addressed?

## Traditional way:

- Reduce headcount and renegotiate contracts
  - But more expertise needed
- Spend more on modernized technologies
  - More Capex, re-engineering and training required
- Virtualize/Automate everything to regain footprint
  - Means more licensing, complexity and expertise (\$\$\$)
  - Means more density and power consumption
- Find Capital and build another facility
  - Pro or Con? Capex and Depn. on the books
  - Control costs, power supply, and proprietary data/apps
  - Risk uptime, performance, economies

# Pressures relays to the Datacenter Operator

- Speedier delivery
  - 18 months to commission a Datacenter
- Cost Containment
  - Datacenters are hugely Capital intensive
    - \$1,000 - \$1,300 per square ft (\$10,000 - 15,000 per critical kW)
- Increased Reliability
  - Requiring N+1, Tier III, DR plan, etc.
- Improved Operational Efficiency
  - Green IT or Cost efficiency? (expensive to achieve)
- Be Compliant

# How are these concerns being addressed?

## Modern thinking:

- Be driven by Business needs (including compliance) and IT competencies
  - Enter the CIO: Aligning business, financial, technical needs
- Smartsourcing and risk shedding
  - Seek solutions for apps and workloads not just facilities
    - ERP, CRM, Web Services, DB mgmt, Batch processing -decide where they best belong
  - Seek Redundant, Compliant, HA, High Performance facilities
  - SLAs should match criticality of applications and workloads
  - Have Security match production and compliance needs
  - Leverage Economies of scale: bandwidth, power, machinery
- Capex or Opex intensity?

# Enterprise IT infrastructure Trends

- Outsourcing
  - Datacenter, servers, apps management, BPO, etc.
- Hybrid Solutions
  - Primary-Secondary Facilities
  - On-Premise off-premise Federation
  - Colocation (>25% per annum growth)
    - Capex to Opex model of datacenter facility, or for DR
  - Managed Hosting (35% per annum growth)
    - Managed server, security, storage, DB, web servers, email, CRM, etc.
  - Cloud Computing (>100% per annum growth)

# How does this help you?

- Introduces new Options and efficiencies
  - Brings Compliance, and additional assurance
    - SAS 70 compliance; PCI, Tiers certification, SLAs
  - Reduces need for Capital (Opex model)
  - Frees up IT resources
  - Benchmarks' your cost/operational efficiencies
  - Brings a la carte expertise as needed
  - Leverage economies of scale
  - Security, uptime, availability and redundancy
  - Workforce agility, flexibility and productivity
  - Granular monitoring of performance and reporting
  - Provides backup, DR and archiving options

# What to expect from your Service Provider?

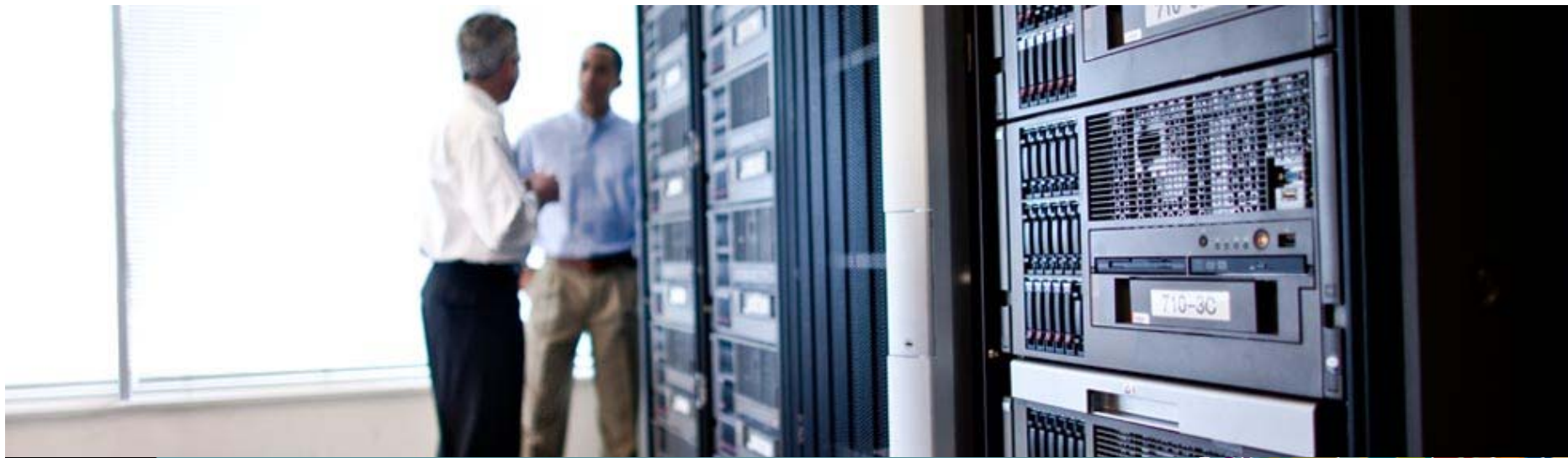
1. A migration strategy
2. Security (IDS, IPS, assurance, DR, compliance)
3. SLAs driven by business needs
4. Granular Management, Monitoring and reporting
5. Reliability, performance, availability
6. Dedicated Technical Support
7. Innovation, efficiency and
8. Consistency/best of breed in technology
9. Agility and scalability
10. Bandwidth provider options

# Colocation best practices

- Facility quality and reliability
  - Concurrently maintainable
  - A+B power to racks available for customers
- Carrier neutrality
  - Multiple carriers providing flexibility to customers
- Security
  - 24x7
  - Surveillance cameras
  - Two-factor authentication
- Fire detection
  - VESDA
- Audits
  - SAS 70 Type II

# Colocation best practices

- Smart hands
  - 24x7
- Power and cooling density
  - 150-200 watts per sq ft is current standard for new builds
- Energy efficiency
  - PUE of less than 1.6 is good target
  - Look to become Energy Star rated starting in June
- Power costs to customers
  - Provide option of metered power
- Expansion capacity
  - Have room for customers to grow
  - History of expansion to accommodate customer growth
- SLA's
  - For availability & Services (smart hands, provisioning power, etc.)



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# SunGard Colocation Services

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Vice President – Managed Services

# Business Issues – How We Help

## What are your pain points?

### Business Pain Points

- Time to Market
- Disaster Recovery
- Total Cost of Ownership
- Operations Process Discipline (ITIL)
- Skills
- Scale
- Quality of Service
- Surviving economic downturn
- Focus
- Provisioning

## Where we can help...

### Technical Solutions

- Compliance
  - SAS70 Type II
  - HIPAA, PCI, other
- SaaS
- 24/7 Coverage
- Security
- SLA's
- Facilities
- Connectivity
- Technical Expertise

# SunGard Managed Services

- Over 3,600 Managed Services customers worldwide
- Double digit Y/Y revenue growth
- More than 40 Managed Services data centers in North America and Europe
- Solutions include Colocation, Managed Colocation, and Enterprise Managed Services/Cloud
- Target Market
  - Financial Services, Manufacturing, Retail, Healthcare and Business Services, Transportation, Telecommunications and Utilities, and Government verticals
  - More than **50%** of our customers are small and medium enterprises
    - \$50M - \$2B in Annual Revenue



# SunGard Service Delivery

- Service-centric Operating Model
  - Based on ITIL v3 framework
    - Industry recognized support structure and terminology
    - Resources focused on specific **IT Service Management functions**
    - All services tied back to measurable KPIs and Customer satisfaction
    - **Standards** in event classification, ownership, and collaboration to resolve issues
  - ISO 9001:2000 certification



# SunGard Service Delivery

- 24x7 Support
  - Combines industry best practices, robust tools and extensive technical and engineering expertise
  - Service Desk & Monitoring Operations Team: Alert/event triage, resolution, escalation
  - **Focused** teams on **Incident & Change Management** to provide optimal support
  - **Proactive** teams focused on **problem** management, **capacity** management, business continuity, and security
- MySunGard.com
  - Portal access to essential information, such as infrastructure performance, problem and change activity, account information and more

# Colocation Benefits

- Economies of Scale & Quality & Industry Best Practices
  - Engineering
  - Redundancy, availability, scalability
  - Tools & Technologies
  - Operational Support - 24 x 7 support
  - Compliance
  
- Maintain control
  - Select the Services you want
  - Scale as your business demands
  - Retain business process and application ownership
  
- SLAs
  - Availability and Performance SLAs based on Solution
  - Colocation: 100% Power SLA & 99.99% Internet SLA
  - Managed Services:
    - Defined by Service or solution offering
    - Holistic for fully managed or per-service for a-la-carte

Obtain higher levels of availability by using a Managed Services provider vs. building all facets in-house

# Architecture & Design

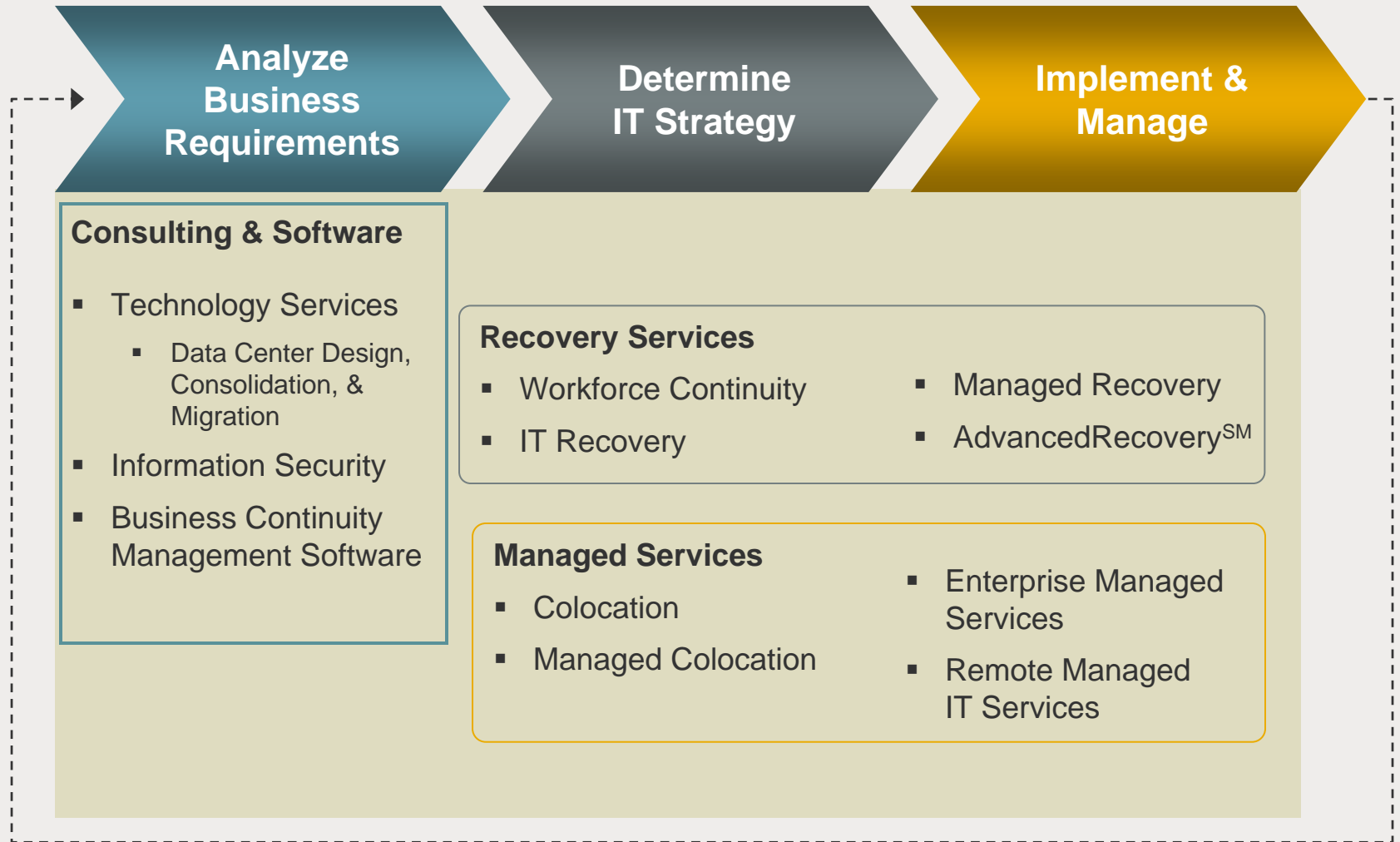
- **Redundant Infrastructure & Engineering**
  - **24 to 30-inch raised flooring for underfloor cooling and power distribution**
  - 12-foot ceilings, with closed plenum hot air return
  - Hot and cold aisle cabinet design
  - 3-tier ladder system for copper and fiber network distribution
- **Power Management**
  - **N+1 up to 2N+1** dual-fed electrical **utility** system, electrical switch gear, dual Uninterruptible Power Systems (**UPS's**).
  - Power distribution units that provide power isolation, power distribution, commercial grade grounding, and power monitoring
  - **Redundant generators** with fuel tanks, SLAs for refueling, and monthly preventative maintenance
- **Environmental Controls**
  - State of the art **Building Monitoring System (BMS)**
  - HVAC intelligent cooling systems
  - **N+1 Computer Room Air Conditioners [CRACs]**, including variable speed, impeller cooling system
  - **N+1 Chiller** systems

## Architecture & Design – Cont...

- **Fire Detections & Protection Systems**
  - State of the art, electrical, mechanical and fire system monitoring
  - **Very Early Smoke Detection (VESDA)**
  - Preaction double interlock dry pipe
  - FE 25, FM 200 suppression
  - Independent alarms for heat and smoke
- **Physical Security**
  - **24/7 security** staff monitoring
  - Closed-circuit video camera and
  - **Biometric** and multi-level keycard secured
  - ISO-certified procedures
- **Connectivity**
  - Meshed, **multi-vendor Internet** connectivity
  - Multiple levels of **network redundancy**, with a fault-tolerant, global private network backbone
  - **Diverse fiber** entry and intra-building fiber paths
  - Diverse path long-haul access (public and private)
  - Dual customer physical handoffs (copper, single-mode, and multi-mode fiber)
  - Integrated monitoring and management systems for comprehensive fault identification and remediation



# SunGard Solutions



# Why Choose SunGard for Colocation Services?

- Access to industry-leading, certified data centers
  - Footprint: More than 40 data centers in North America – local availability
  - Compliance: SAS 70 Type II audited and PCI DSS compliance
- Network capabilities and options
  - Carrier neutral, redundant access to Data Centers
  - Redundant, global network backbone
- Scalable service provider
  - Take advantage of comprehensive or a-la-carte Managed Services
  - Experienced staff trained to follow ISO-audited procedures
- More than 30 years of experience specializing in information availability as our core business
  - Industry leadership – and a longer track record than any other company – provide confidence and peace of mind
  - Strong growth and continued investment in data centers, tools/technologies, and our people



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