Keep critical applications highly available and at peak performance

Managing and maintaining your existing mission-critical enterprise applications is complex. And the task will only grow more difficult as you incorporate new cloud solutions to create hybrid environments. Sungard Availability Services can help, with a portfolio of services designed specifically to accommodate your legacy environments, as well as new technologies — integrating cloud, hosted, and self-managed application platforms. We also help you plan and execute short- and long-term application infrastructure projects with services that provide infrastructure, database and application management., and ongoing operational support. Our process knowledge, expert monitoring and around-the-clock management deliver the performance and availability that your mission-critical applications demand.

Challenge

Administering today's enterprise application environments with their innumerable modules, databases, and interdependencies is exceedingly complicated. Mixed application platforms are common, and generally include legacy and new strategic system elements, combined with a growing number of cloud-based solutions. You must manage cross-platform infrastructures and operate applications within strict security and compliance requirements, often limited by shrinking budgets.

More than 80% of organizations will be operating a hybrid ERP model by 2018.

80%

Source: Gartner. "Develop a Strategic Roadmap for Postmodern ERP in 2013 and Beyond."Alexander Drobik, Nigel Raynor. July 31, 2013.

SUNGARD®
AVAILABILITY
SERVICES™

Keep critical applications highly available and at peak performance

Solution
MANAGED APPLICATION SERVICES FROM SUNGARD AS

To simplify and modernize your legacy applications while supporting the development of new applications, you need to bring structure, standards, and strategy to your applications portfolio. Our Managed Application Services help you achieve this objective by designing, transitioning and operating your complex application environments. We also maintain and manage hybrid ERP solutions that incorporate both traditional hosting environments and application-optimized cloud services. Our 24/7 monitoring, management, vulnerability patching and issue response help to ensure that your mission-critical applications perform well and are always available.

With years of experience in application support specialties, we can tailor our Managed Application Services to meet your unique needs with solutions that encompass dedicated services, remote support, and virtualization. Sungard AS combines application management with services for operating system management, storage, backup, and network recovery for a comprehensive solution through both dedicated and cloud-based deployment models. Our application experts can deliver any or all of the following three levels of service offerings:

- **Application services** provide day-to-day management of your ERP application environments. We host and provide optional administration for core enterprise applications such as Oracle E-Business Suite, SAP, Citrix, Microsoft Exchange, Oracle and Microsoft databases, Microsoft Active Directory, and BlackBerry Enterprise Server.

- **Database services** support for SQL and Oracle database servers including 24/7 monitoring, equipment management, database server instantiation, patching and backup management, and full system database administration.

- **Infrastructure services** provide and manage the appropriate compute, storage, backup and network resources — all running as a fixed cost utility that can easily grow with your needs.

To simplify and modernize your legacy applications while supporting the development of new applications, you need to bring structure, standards, and strategy to your applications portfolio.

Benefits

Improve performance and availability
In today's global economy, your end users and customers demand high performance and access to applications 24 hours a day, seven days a week. We deliver guaranteed availability backed by service level agreements. When you employ Managed Application Services, your applications run on a platform designed specifically for high performance and our infrastructure and failover expertise ensure optimum uptime. Process discipline and automation minimize human error and accelerate rollouts.

Optimized cost and efficiency
If you're like most IT organizations, you face IT budget constraints. Our OpEx subscription model frees up capital in contrast to in-house systems that tie up capital in infrastructure, software, and IT staff for infrastructure implementation, data migration and system maintenance. We reduce overall support costs by leveraging our investments in process, automation, monitoring, and management. We size your environment to meet your needs for today, rather than requiring you to pay for future growth. We also help you evaluate your IT infrastructure to help you optimize your software licensing agreements.

Streamlined operations
Our Managed Application Services offload the operations of your applications environment and deliver the same high standards you'd expect from your own employees. We provide ongoing support for your application environments including configuration, change management, on-going patches, technology refreshes and trouble resolution. We perform quick and efficient database cloning as well as optimize storage consumption.

Regulatory compliance and security
Sungard AS effectively protects your critical assets and helps you address regulatory compliance. Our data centers and processes are included in SSAE 16 Type II audits, backed by ITILv3, and certified to ISO/IEC 20000-1. Automation and change management ensure a complete audit trail to assist with regulatory requirements.

Conclusion

A customized solution for managing your mission critical applications
Your enterprise applications are vital to your business operations — and competitive advantage. Yet the complexity of managing and maintaining them is daunting — particularly if you plan to use your existing systems in conjunction with new cloud functionality. Managed Application services from Sungard AS allow you to offload the design, transition and operational management of your complex application environments — and help you make the transition to new cloud technologies. Our deep expertise means that not only can we deliver the performance and availability your organization demands, we can customize our offerings to meet your unique requirements.

Keep critical applications highly available and at peak performance
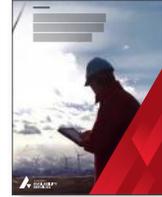
What's Next

In addition to managing your complex applications, Sungard AS also offers services that can take care of your underlying IT infrastructure as well as deliver a full range of cloud solutions.

Our Managed IT offerings provide fully managed server, storage, security, network, applications and cloud services. Sungard AS expert personnel help architect and manage your enterprise-grade environments, delivering the always-on, always-available support on a global scale. We're able to fit within your existing IT infrastructure and offer you just what you need. The result is an agile, scalable, resilient and secure environment that's designed to maximize the value of your investment.

Sungard AS' broad portfolio of Cloud services are designed to meet your particular demands — whether for managing mission-critical production workloads or for furnishing secondary recovery. Our Cloud solutions provide your applications with appropriate levels of security and availability with guaranteed recovery time objectives and recovery point objectives. Sungard AS' Cloud solutions focus on delivering true business value. We help you integrate, access, and recover applications; build and manage the Cloud infrastructure; access secure multi-tenant or community Clouds; and provide hybrid Cloud connectivity.

Additional reading

Managed IT Services

Cloud Solution Brief

For more information
Please visit the **SunGard AS' Managed Application Services** 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

Trademark information
Sungard Availability Services is a trademark of SunGard Data Systems Inc. or its affiliate used under license. All other trade names are trademarks or registered trademarks of their respective holders.

Connect with Us