Simplify application complexity and availability

The three biggest challenges for application managers are budget constraints, the complexity/size of the overall application portfolio, and the "burden of legacy applications." As a result, many Oracle customers turn to managed service providers (MSP) in an effort to address the operations and management of existing applications.

Sungard Availability Services brings structure and standards to your Oracle environment, allowing existing applications to be simplified and stabilized while supporting the development of new application environments.

Managed Oracle Services customized based on your unique requirements
Managed Oracle Services deliver a broad range of availability solutions that encompass technology, services and processes for everything from production application hosting and support to high availability infrastructures.

We provide proven Oracle solutions tailored to the unique business requirements for companies of all types.

Sungard AS Managed Oracle Services offer a range of service options:

Infrastructure Services
- Best-in-class virtualized infrastructure providing the necessary compute, storage, backup and network resources — all running as a fixed cost utility that can easily grow with your needs.
- Designed for flexibility and high availability, our Oracle-specific platform is pre-certified for all Oracle ERP applications.

Database Services
- Proactive administration, monitoring, reporting, and 24/7 support for your Oracle Databases, including installation, patch management, maintenance and troubleshooting.

Application Services
- Technical support for the day-to-day management of your Oracle E-Business Suite application environment, including your Oracle Databases and the underlying virtualized infrastructure.
- Our personnel provide application administration, database administration and infrastructure support services, as well as functional support via a single service desk phone number or online submission capability.

Sungard AS Managed Oracle Services is an important component of our Suite of Managed Applications services.

From enterprise business application and database management to messaging and end-user productivity management, Sungard AS Managed Applications Services portfolio can support your organization's needs.

You need your enterprise applications to empower your operations and drive business growth. But tight budgets, limited resources, and complex technology can make it challenging to get the most from your application investments.

SUNGARD®
AVAILABILITY SERVICES™

Managed Oracle Services key benefits and components

Manageability

- Management for your Oracle database, E-Business Suite solution, and infrastructure, providing the appropriate compute, storage, backup and network resources
- 24/7 support for your Oracle Databases includes on-going patches, technology refreshes and trouble resolution according to specified service level agreements
- Configuration and change management — including Hypervisor & OS licensing/maintenance
- Monitoring and reporting at the device, application and environment level
- 24/7 Service Desk gives customers a central point of contact for all functional, administrative, and technical support for Oracle E-Business suite

Ease of Migration

- Standardized upgrade model for Oracle upgrades saving you time, money and headaches through a unique combination of operational and process automation that streamlines and future-proofs the entire upgrade process
- Process ensures that your application customizations, configurations, extensions, modifications, localizations, and integrations (CEMLI) will be fully compliant with current Oracle standards and specifications

Cost Efficient Operations

- Fixed cost (OpEx) subscription model means you no longer need to tie up capital in infrastructure, software, or IT staff for infrastructure implementation, data migration, or ongoing system management and maintenance
- You can scale your resources as necessary allowing your business to grow
- Assistance with compliance management for Oracle OS and hypervisor licensing by sizing environment to meet today's needs, versus paying for future growth

Performance and Scalability

- Service model utilizes an Oracle-certified server and storage platform comprised of Oracle (Sun) servers combined with Oracle's ZFS high performance storage arrays
- Fully virtualized system resources enable rapid provisioning of add-on instances or storage capacity
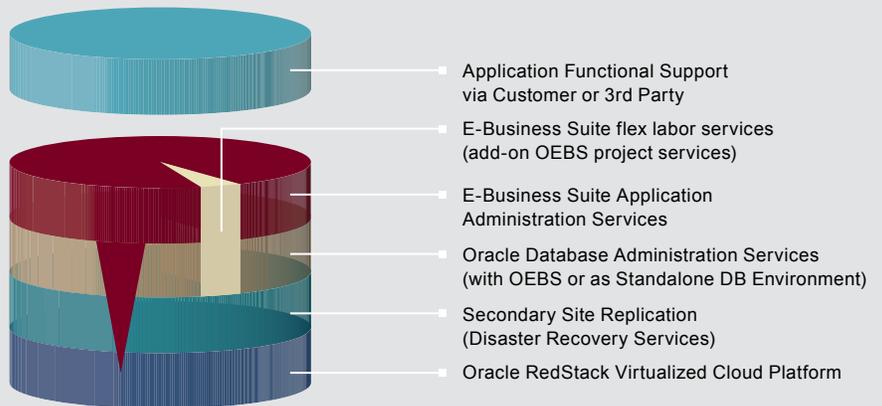
Reliability and Availability

- **Disciplined process control** — Sungard AS is structured around the Information Technology Infrastructure Library (ITIL) v3 framework to deliver accountability, ownership and transparency around IT Service Management (ITSM)
- **Robust infrastructure** — Based on a pre-certified Oracle Red Stack configuration specifically designed for Oracle databases and applications, the architecture supports database clustering and disaster recovery to deliver high availability, improved recoverability, environment isolation and security for Oracle production and production-support environments

Services Components:
The modular product structure provides a range of options to meet your unique requirements:

Sungard AS brings structure and standards to your Oracle environment.

- Application Functional Support via Customer or 3rd Party
- E-Business Suite flex labor services (add-on OEBS project services)
- E-Business Suite Application Administration Services
- Oracle Database Administration Services (with OEBS or as Standalone DB Environment)
- Secondary Site Replication (Disaster Recovery Services)
- Oracle RedStack Virtualized Cloud Platform

About Sungard Availability Services

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

Trademark information

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Connect with Us

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