

# RECOVERY AND BUSINESS CONTINUITY SERVICES

Protect your Data. Recover your environment.  
Manage your recovery.



While it's true that businesses rely on IT services more than ever, it's also true that the environments delivering those services are more complex than ever before.

With hybrid IT being the new norm, your applications and data may flow through a complicated combination of production systems—from internal and external data centers and different cloud providers to siloed legacy systems.

There can be multiple points of failure anywhere in the IT service delivery chain, making it hard to maintain continuous availability and even harder to recover if disaster strikes.

To get back to business fast, you need a fully recoverable production environment. While there is no single recovery technology capable of spanning today's vast and varied IT landscape, there is a single recovery solution from Sungard Availability Services (Sungard AS).

## Integrating solutions

In a 2016 survey conducted by [continuitycentral.com](http://continuitycentral.com), respondents said they expect to integrate their approaches to business continuity and disaster recovery.<sup>1</sup>



<sup>1</sup> Business continuity trends and challenges 2016. Continuity Central.com, January, 2016. <http://www.continuitycentral.com/index.php/news/business-continuity-news/776-business-continuity-trends-and-challenges-2016>

## THE SUNGARD AS RECOVERY APPROACH



Unlike most other providers—who may “spin up” some servers and leave recovery to you—we’ve integrated our hosting and cloud services with our recovery services to deliver a single solution: The fully recoverable production environment you need for hybrid IT.

What does that mean? If downtime or disaster occurs, you can recover both physical and virtual infrastructures. Beyond just servers and operating systems, you can recover your applications, production data and workloads. And, you can tailor your recovery strategy to meet a full range of recovery time objectives (RTOs) and recovery point objectives (RPOs).

Most importantly, with Recovery and Business Continuity Services from Sungard AS, you can be prepared for disruptions—whether caused by minutes of downtime or a major disaster—to support business that never stops.

## CLOUD-BASED RECOVERY

A fully managed recovery solution for your IT environments on a secure enterprise-class cloud platform. Leverage the cloud to lower recovery costs and scale up and down to address a range of RTO and RPO needs. Choose from Sungard AS cloud options or third-party technologies.

**CLOUD-BASED RECOVERY | AMAZON WEB SERVICES.** Combine Amazon Web Services (AWS) with our tested and proven solutions to recover virtual machines and data to and from the AWS cloud. Benefit from full recovery capabilities— including operating systems, storage replication, off-site storage and automated recovery for protected workloads—and a single point for AWS recovery needs.

**CLOUD-BASED RECOVERY | SERVER REPLICATION.** With near-zero RPOs and RTOs of less than four hours, this service is suited for your most critical applications.

**CLOUD-BASED RECOVERY | VAULTING.** Use this service for less critical data, workloads and applications. It supports RPOs of less than 12 hours and provides recovery points based on the last successful backup.

Our recovery approach includes a range of services, focused on protecting your data, recovering your full environment and managing the recovery lifecycle.

## PROTECTING YOUR DATA

Since the core of every successful recovery starts with gaining a good copy of your production data, we move your data to a recovery center, where it can be kept safe, secure, refreshed as often as possible and ready for restoration. This includes:

**SYSTEMS & DATA RECOVERY | DATA REPLICATION.** For mission-critical data, we offer replication services that deliver a fully working copy of your environment in a ready-to-use state, should disaster happen. With a recovery time between 4-12 hours, this service is geared towards meeting your most aggressive getting-back-to-business goals.

**SYSTEMS & DATA RECOVERY | BACKUP AND VAULTING.** This can be ideal for non-mission-critical data with less urgent recovery requirements, for data with RTO and RPO goals between 24-48 hours, and for long-term data retention.

## RECOVERING YOUR ENVIRONMENT

If disaster happens, we connect your data to your backup infrastructure and recover your network and applications. In addition to our cloud-based options, our services include:

**SYSTEMS & DATA RECOVERY | PHYSICAL IT RECOVERY.** Locate your systems in a Sungard AS recovery facility. We leverage our experience in managing hybrid environments to provide recovery services across multiple platforms.

## MANAGING YOUR RECOVERY

Customize your lifecycle approach to recovery by determining which processes you would like to take on yourself and which you would like Sungard AS to handle. Or, we can address the entire process for you through our:

**SYSTEMS & DATA RECOVERY | MANAGED RECOVERY PROGRAM.** We assume full responsibility for your IT recovery—from people and applications down through the infrastructure and backup processes. To tailor the service for your specific RTO and RPO needs, we help you develop a data protection and system recovery strategy, define a program and process design and manage and execute testing.

Then, we provide on-going program and change management to ensure your environment is fully recoverable as it transitions over time. As a result, you have a disaster recovery program designed to meet and improve upon your recovery objectives.

**Leading in disaster recovery**  
Sungard AS was recognized as a leader in Gartner's Disaster Recovery as a Service Magic Quadrant and IDC's Disaster Recovery as a Service MarketScape.



While disaster recovery focuses on getting back to business, business continuity planning focuses on the actions you can take to prevent the events that can cause downtime in the first place. It defines and documents what needs to be done if a downtime threat occurs, when it needs to be done and who is responsible.

However, all too often, even if the documentation exists it is paper-based, quickly outdated and not readily accessible to everyone who may need it.

**ASSURANCE<sup>CM</sup> BUSINESS CONTINUITY SOFTWARE.** This business continuity planning tool from Sungard AS enables you to better understand operational risks and the financial impact disruption could have on your business. The software enables you to plan anticipated responses to recover the business and react in real-time, knowing you are making informed decisions based on the latest available data. A real-time dashboard view into key performance indicators helps to identify events, so you can contain and mitigate the risk before it spreads.

An intuitive user interface eases training and operation, which means you can delegate business continuity responsibilities to other departments or divisions with more confidence.

### **A strategic approach to recovery**

Sungard AS consultants can help you plan, implement and manage your recovery environment.

We start by defining your objectives and determining the data that needs to be protected.

Then, we recommend and implement a recovery solution, document recovery processes and test the environment.

From there, we can provide on-going management services, or share recovery responsibilities with you.



## GET READY TO BE RESILIENT

Whether it's a millisecond of downtime at a local branch office or a much more destructive force that reverberates across larger geographies, you need a high level of IT resiliency to resume business quickly.

Sungard AS is a leader in disaster recovery with more than 35 years of experience in providing availability services across multiple platforms.

We have a proven track record of managing mission-critical production and recovery environments for our customers and a team of consultants with the expertise you need to design and deliver a continuity and recovery solution to meet your objectives.

You can rely on us for the fully recoverable production environment you need to recover your systems and your business operations.

**Talk to your Sungard AS representative today.**

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### 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](http://www.sungardas.com) or call 1-888-270-3657

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**IT FOR BUSINESS THAT NEVER STOPS**