Market Development

SunGard takes recovery as a service to the cloud

Analyst: Dave Simpson
Date: 15 Sep 2011

SunGard Availability Services has taken the next step on its road to the cloud with a trio of recovery-as-a-service (RaaS) offerings that provide guaranteed service-level agreements (SLAs) across a range of recovery point objective (RPO) and recovery time objective (RTO) options. The goal is to provide organizations with varying budget levels the ability to take advantage of cost-effective disaster recovery while meeting multiple levels of RPO and RTO requirements.

The 451 take

Cloud-based managed recovery services are a natural follow-on to cloud-based backup, and implementing disaster recovery in and from the cloud promises lower costs. Cloud-based recovery as a service is not new, but what we like about SunGard's approach are the guaranteed SLAs (including less-than-four-hour recovery in the case of its Recover2Cloud for Server Replication) and options for RPO/RTO requirements that span the business needs and budgets of various IT organizations.

SunGard Availability Services' Recover2Cloud suite includes three offerings – Recover2Cloud for Server Replication and Recover2Cloud for Vaulting are available now, and Recover2Cloud for Storage Replication will be delivered in the fourth quarter. All of the offerings are part of SunGard's Recovery Services portfolio, and in each case, the recovery infrastructure is in SunGard's datacenters, while the production environment can be at either a SunGard facility or the customers' datacenters. All of the RaaS offerings are fully managed (i.e., SunGard is responsible for ensuring recovery according to contractual SLA guarantees).

To get an idea of where SunGard's various RaaS offerings fit, consider the tiers of applications (with example applications in parentheses): Tier 1 (e-commerce), Tier 2 (email and retail POS), Tier 3 (ERP) and Tier 4 (human resources). Those tiers, in turn, map to RPO and RTO requirements. For example, Tier 1 applications require near-zero RPO and RTO, and an active/active clustered configuration. In its current RaaS line, SunGard is not targeting this market, although the company does plan to get into the Tier 1 space in the future.

Tier 2 applications typically require replication, near-zero RPO and an RTO of two hours or less. Tier 3 applications can be serviced by disk-based backup, and may require an RPO of 12 hours and an RTO of 24 hours or less. SunGard's Recover2Cloud primarily addresses these two tiers, and applications such as Exchange and SharePoint. Tier 4 applications can typically be serviced by tape backup, with RPO and RTO in the 72-hour range.

SunGard's Recover2Cloud for Server Replication is based on **InMage's** ScoutCloud software, which includes continuous data protection (CDP) and asynchronous host-based replication. InMage's ScoutCloud is packaged as part of the Recover2Cloud service. This option is designed for environments with up to 50 protected servers, near-zero RPO and RTO requirements ranging from 15 minutes to four hours. (RTO times vary depending on the number of protected servers.) Recover2Cloud for Server Replication is the next generation of SunGard's Virtual Server Replication service.

SunGard's Recover2Cloud for Vaulting service is an online backup-and-recovery service based on **i365's**

EVault Remote Disaster Recovery platform, and is designed for RPO and RTO requirements ranging from 12-24 hours. (SunGard has been partnering with i365 since 2004.)

Recover2Cloud for Storage Replication, which is due in the fourth quarter, is targeted at environments with more than 50 protected servers, near-zero RPO and RTO ranging from 4-12 hours. The initial release of Recover2Cloud for Storage Replication will support array-based replication from vendors such as **EMC** (SRDF, Celerra Replication and native **Data Domain** replication) and **NetApp** (SnapMirror), which can be combined with a customer's existing backup applications.

All of the services are priced on a per-server or per-VM basis, although SunGard did not reveal specific pricing information. SunGard Availability Services, which has more than 9,000 customers, has a go-to-market strategy that mixes direct sales with channel sales. In the case of Recover2Cloud for Server Replication and Recover2Cloud for Storage Replication, the company is primarily targeting larger enterprises, whereas Recover2Cloud for Vaulting is designed more for SMBs.

SunGard's Recover2Cloud services were introduced at the same time that the company unveiled its Enterprise Cloud 11.2 platform. For more on that announcement, see our Tier1Research report (a division of The 451 Group).

Competition

In terms of managed disaster-recovery services, SunGard's primary competitor (across most of its cloud hosting and recovery services) is **IBM** (e.g., SmartCloud) and IBM's Global Services unit. Other key disaster-recovery managed service providers include **Geminare**, **Hewlett-Packard** and **Verizon Business**. These vendors have been in the DR services market for a relatively long period of time. (SunGard, for example, has been in the disaster-recovery business for more than 30 years, and claims to have recovered from more than 3,000 disasters.)

There are also a lot of smaller firms entering the recovery-as-a-service market, some of which specialize in specific geographies. Examples include **CAPS** Business Recovery Services (eastern US) and **ICM Business Continuity Services** (UK). ICM was formed in April through the merger of **Servo Computer Services** and ICM Business Continuity Service. SunGard also competed with **Iron Mountain**, which sold off its digital assets to **Autonomy Corp**, which is in the process of being acquired by HP.

Finally, SunGard 'competes' with IT organizations that prefer to do disaster recovery on their own. In this context, SunGard competes with the many backup-and-recovery vendors that have added disaster recovery to their arsenals. Against those approaches, SunGard claims that its RaaS service is less expensive and less complex from both an initial cost and ongoing management perspective.

Search Criteria

This report falls under the following categories. Click on a link below to find similar documents.

Company: SunGard Availability Services

Other Companies: Autonomy Corp, CAPS, Data Domain, EMC Corp, i365, Geminare, Hewlett-Packard, i365, A Seagate Company, IBM, ICM Business Continuity Services, InMage Systems, Iron Mountain, NetApp, Servo Computer Services, Verizon Business

Analyst: Dave Simpson

Sector:
Storage / Data Protection / Backup and recovery