

Your EMC® Avamar environment, protected by Sungard Availability Services

Sungard AS Managed Vaulting and Backup services for Avamar apply a comprehensive approach to protecting your EMC® Avamar environment. Sungard AS experts manage your daily backups, your recovery infrastructure and, during an outage, an SLA-backed disaster recovery program. With end-to-end data protection and recovery services, your virtual and physical production environments are Sungard AS-safe.

Critical business benefits of service
Assured Data Preservation:

- **Assured Data Preservation:** Moves data into offsite vaults for preservation and recovery for both VM and physical servers
- **OpEx Pricing:** A cloud consumption, or OpEx, pricing model replaces costly capital expenditures and maintenance with predictable monthly payments
- **Improved Recovery Point:** Retire traditional backup and recovery systems with tape dependency in favor of modern disk-based backup and recovery which moves data offsite quickly and easily
- **Lower Administrative Burden:** Remote management of protection and recovery processes, combined with fully managed recovery options at time of test and disaster, dramatically lower the administrative burden typically associated with data protection
- **Lower Cost of Protection and Recovery:** Eliminate the dedicated cost of secondary storage, recovery site costs, and management costs; retire and remove more of your traditional backup software and devices from your production environment
- **Convenience of Consumption:** Daily and monthly reporting lets you know the current status of your backups and the value of having 24/7/365 technical support
- **Optional Managed Backup:** Alleviate fully burdened staff and ensure proper backups by having Sungard AS manage your backups and let you focus your energies on supporting your business

Sungard AS Managed Vaulting and Backup services for Avamar provide a fully managed utility backup and recovery solution for your physical and virtual Avamar production environments within a 24-hour RTO/RPO.

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Managed Backup and Recovery Service

Managed Vaulting for Avamar environments includes all of the steps needed to backup, protect, replicate and store your data in an offsite Sungard AS vault. Vaulting critical data is the first step in establishing a firm foundation from which to build recovery of your applications environment.

The network connectivity used to support your backups is provided by Sungard AS, and is carefully provisioned to support your data profile and Recovery Point requirements. Network services are high-quality, secure and redundant to ensure data preservation. Network availability is monitored and alerted to avoid disruptions.

Sungard AS keeps customer data secure and available using enterprise-class shared tenancy or dedicated environments. At the vaulting location, Sungard AS manages network storage systems as shared targets provisioned to support multiple tenants on a single device system. This implementation provides a lower cost than organizations can obtain managing their own equipment. Shared tenancy coupled with managed floor space and systems, is estimated by Sungard AS to save organizations 60% or more as compared to managing their own recovery using a secondary site with secondary Avamar equipment.

Vaulting capabilities

- **Scalable storage** – seamlessly expands as your data grows
- **Remote recovery from the vault** – when needed, partial recovery can be performed from the Sungard AS Cloud to the production environment
- **Full recovery from the vault** – Sungard AS personnel will work with your organization to restore full system data to meet your recovery time and recovery point objectives
- **Recovery options** – Sungard AS vault facilities are located at centers offering a full range of recovery capabilities, to fit your requirements

Service capabilities

- **Active service monitoring** – Sungard AS experts use on-site Avamar software suite to monitor both the source and target Avamar environments
- **Data security** – Sungard AS works with you to identify and implement security protection as part of your vaulting service, with options for data at rest and encrypted data vaulting
- **VPN network connectivity** – this service is offered using Virtual Private Network (VPN) connectivity
- **Streamlined data protection** – Sungard AS experts design a solution that eliminates extra steps in the backup process
- **Operational File Restores** – Lost a file? Sungard AS can restore the files needed to keep your business running smoothly
- **KPI performance reporting** – Daily and monthly performance reports keep you up to speed with the status of your managed vault reviewing KPIs, Vault Capacity, and Incident Remediation



These highly flexible services can be tailored to meet the specific needs of your applications environment.

Attributes	ADVANCED RECOVERY SERVICES FOR AVAMAR WITH RECOVERY	MANAGED VAULTING/ BACKUP FOR AVAMAR WITH RECOVERY	MANAGED VAULTING/ BACKUP FOR AVAMAR WITH RECOVERY & MRP
Storage Pricing Model	CAPEX	OPEX	OPEX
Private or Public Cloud Configurations	PRIVATE ONLY	BOTH	BOTH
Sungard AS Space/Power	✘	✘	✘
Network Connectivity to production site	✘	✘	✘
Network connectivity to recovery hardware	✘	✘	✘
Recovery Infrastructure (P/V)	✘	✘	✘
(2) Annual DR Tests	✘	✘	✘
Vault Seeding Services		✘	✘
Vault Uptime SLAs		✘	✘
Remote File Restores		✘	✘
Backup Reporting		✘	✘
Backup Management		✘	✘
Sungard AS Managed Recovery ATOD			✘
Recovery Procedure Development			✘
Recovery Lifecycle Change Management			✘
Dedicated Service Delivery Manager			✘
Recovery SLAs			✘

Building on a strong Data Protection foundation

Add any of these recovery options to your Managed Vaulting solution, to ensure rapid assured recovery of applications when disasters occur:

- **Managed Recovery Program (MRP)** – for fully-managed recovery of your application environment
- **Recover2Cloud** – for applications with aggressive RTO/RPOs
- **Access to shared recovery systems at Sungard AS facilities** – for self-managed recovery

Unmatched reliability and expertise

For more than 30 years, Sungard AS has been the leader and pioneer in recovery solutions, and no one can match our depth of experience or global reach in disaster recovery. In fact, Sungard AS is a Gold Tier Partner in the EMC Velocity Service Provider Program.

Our world-class facilities are backed by a 100% power SLA, and a 99.95% availability SLA for your applications and data. For your Avamar environment, the Sungard AS team will have your environment restored within a 24-hour recovery time and recovery point objective.

But enterprise-class doesn't have to mean enterprise cost. With the services in the Sungard AS Cloud, there's just one monthly cost-per-GB for storage of de-duplicated Avamar data in physical and virtual environments.

Contact us to learn how you can have fully-managed, cloud-based backup and recovery of your Avamar environment.

60%

Shared tenancy coupled with a managed vaulting and recovery program is estimated by Sungard AS to save organizations 60% or more as compared to managing their own recovery using a secondary site with Avamar equipment.

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

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