



## SHARED SERVICES

# Meeting financial and performance challenges of Government

**Extending the Shared Services model to business continuity and data centres:**

**The drive towards shared services as a means to achieve savings within public sector organisations, at both central and local levels, has put a great deal of pressure on public sector IT and procurement departments.**

Combined with mounting emphasis upon a more accountable and business focused approach to business continuity (BC), this means that shared services initiatives are moving from sharing payroll and other ERP applications into areas of Information Availability such as disaster recovery (DR) and data centre environments.

Why should several compatible organisations have the costs of running individual, often under-used data centres, when they can share resources using the capabilities of Sungard Availability Services – the pioneer and leading provider of Information Availability and BC – which has over 20 locations available, spread across the UK?

## The largest choice of locations in the UK

With more than 1.2 million sq ft of recovery space and over 13,000 end-user positions, Sungard AS has in excess of 20 Workplace and Technology Recovery locations, including five resilient data centres available. In addition to being the largest platform independent supplier in the UK, our vendor agnostic approach means you receive unbiased advice en route to developing the right solution for your organisation.

**Sungard AS's infrastructure is ideal for public sector organisations, particularly for those central Government bodies that are geographically dispersed around the UK.** The unique and award winning\* Sungard AS National Network interconnects Sungard AS's regional recovery facilities, and links them to Sungard AS's flagship Information Availability data centres. This network infrastructure delivers a solution of unrivalled robustness and flexibility for public sector organisations.

## Information Availability solutions

- Sungard AS's Consulting –** Sungard AS's consultants work with our customers to gain a thorough understanding of requirements before recommending a solution that best meets their needs. From business impact analysis and risk assessment through to solutions to help you make sense of BS 25999 and how to implement it, Sungard AS can help any size of organisation. Our consultants make sense of wider Information Availability needs too, from recommending mirror programmes that run continuously in the background to hardened facilities and redundant systems waiting in the wings for those times when disaster strikes.
- BCM Software –** We harnessed our experience and expertise to create award-winning\*\* fully integrated BCM Software tools which offer BCM solutions for planning shared services and shared infrastructure as part of an holistic BCM approach. They encompass ongoing impact analysis and continuity planning, with recovery strategies to handle the most common disaster scenarios.
- Crisis Centres –** Sungard AS's trailer-based solutions provide alternative Workplace and Technology Recovery when and where you need it, providing an ideal environment for mobile crisis command centres.
- Data Centres –** Sungard AS has a number of strategically sited data centres already offering a range of solutions focused on Information Availability – it is our



core business and why we are the leading provider. Sungard AS can be trusted to maintain with integrity any of our clients' requirements.

- Flexibility –** In addition to our broad continuum of services and solutions, we also contract in a way that is ideally suited to the public sector. Contracts can start small and simple and then build up. Sungard AS solutions are scalable and flexible, able to adapt and grow in keeping with the changing needs of our clients.

### Sungard AS understands the shared services agenda

Sungard AS is ideally positioned to work with public sector bodies looking to collaborate with one another in order to consolidate their investment and share services. The shared services model is not new to Sungard AS who pioneered the concept in 1978: indeed, Sungard AS's business is built upon such a concept.

### The most capability, scale and experience

No other service provider offers you more shared services or can equal the experience of Sungard AS – and we have the track record to back this up. We have more than 100,000 tests under our belt and a 100% recovery record on over 3,400 invocations, including Buncefield, arguably the largest peacetime disaster in Europe. Northgate Information Solutions was severely affected by this incident, but Sungard AS successfully recovered their business, enabling them to service the several hundred client organisations who were dependent upon them.

\* Business Continuity Awards' Most Innovative Product Winner 2006.

\*\* Business Continuity Awards' Most Innovative Product: Highly Commended 2005; Winner 2004.

#### 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.co.uk](http://www.sungardas.co.uk) or call 0800 143 413

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