

WORKPLACE RECOVERY CENTRE

# LTC Hounslow



**Sungard Availability Services' Flexible Workplace Recovery estate provides you with the largest network of secure recovery locations that are convenient and seamlessly connected to ensure your recovery is easier, faster and sustainable.**

## Physical Features

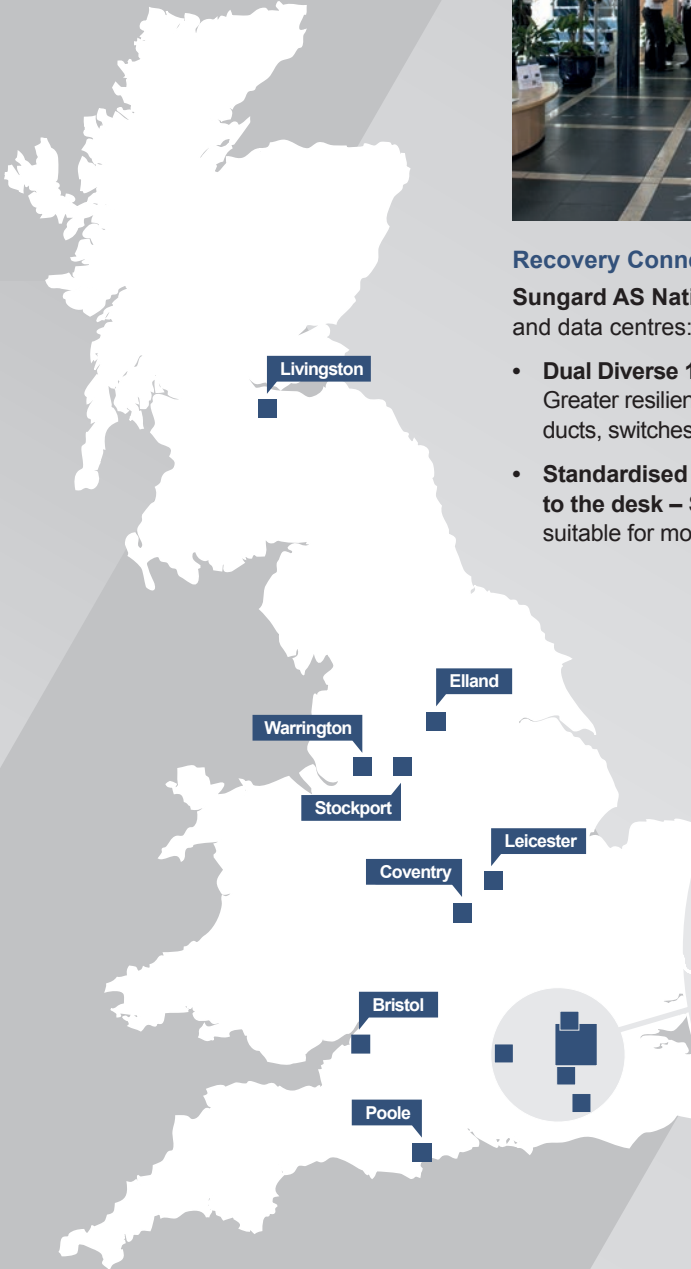
- Recovery Area – 195,000 sq ft
- CER/Workplace Ratings – Fully resilient
- CER/Flex Area – 10,300 sq ft
- Max Positions – 200
- Positions Shared – 127
- Positions Dedicated – NA
- Shared Dealing – NA
- Shared Suites – 5
- Conference Rooms – 1
- Meeting Rooms – 3
- Crisis Management Suite – NA
- Post Rooms – NA
- Shower Rooms – 2
- UPS – Yes
- Generator – Yes
- Rest Area/Tea Points – 4
- Storage – Yes
- Parking – 93.

## UK Wide Workplace Recovery Specification

**BS 25999 Part 2 certified** – Resilient business operations across every Workplace Recovery centre.

**Single Resilient National Security System** – Ideal for nationwide recovery needs, one system for easy, rapid admin:

- **Government agency intelligence feeds** – Every location aware of latest national and local threats
  - **Manned security** – Counter surveillance, first aid and conflict management trained staff
  - **Smart automated CCTV** – Perimeter and internal: automated detection and alerts with keyboard and monitor zoom. Compliant with Home Office and police evidentiary recording standard
  - **Physical access controls** – Preventing opportunistic intrusion
  - **Centralised control and administration** – Rapid and easy customer configuration and tailoring.
- Standardised, premier, enterprise level recovery infrastructure** – Rapid, reliable, easier recovery and rollback:
- **PC build** – Reduces recovery complexity.
  - **Telephony** – Inbound and outbound calls, RTO from 10 mins:
    - **Centralised switch** – Recovery from any location
    - **Local switch** – Permits greater control and tailoring of service
    - **Local switch control** – Enables greater security and tailoring for customers
    - **TDM and IPT telephony systems** – Recover both types for your usual functionality
    - **Free seating/Automated Call Distribution** – Sit anywhere, secure call distribution even for multiple shift workers.



**Recovery Connectivity**

**Sungard AS National Network** – Dedicated recovery network linking all sites and data centres:

- **Dual Diverse 1Gb MPLS network** – Greater resilience, two separate links, ducts, switches and providers
- **Optional LAN Enhancement 1Gb to the desk** – Enhanced performance for bandwidth hungry applications
- **Standardised LAN 10/100 Mb to the desk** – Standard offering suitable for most office environments
- **Rollback** – Mitigates wide area events – recover to the next available centre.

**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

**EMEA Head Office:**  
Unit B Heathrow Corporate Park, Green Lane, Hounslow, Middlesex TW4 6ER  
+44 (0)800 143 413

- Belgium**  
+32 (0)2 513 3618 [www.sungardas.be](http://www.sungardas.be)
- France**  
+33 (0)1 64 80 61 61 [www.sungardas.fr](http://www.sungardas.fr)
- India**  
(+91) 20 673 10 400 [www.sungardas.in](http://www.sungardas.in)
- Ireland**  
+353 (0)1 467 3650 [www.sungardas.ie](http://www.sungardas.ie)
- Luxembourg**  
+352 357305-1 [www.sungardas.lu](http://www.sungardas.lu)
- Sweden**  
+46 (0) 8 666 32 00 [www.sungardas.se](http://www.sungardas.se)

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