



Resilient, Recoverable IT for Government Services

Secure, compliant solutions with
UK Sovereign support



PUBLIC SERVICES UNDERPINNED BY RESILIENT IT FOUNDATIONS

Sungard AS partners with you to understand and deliver complete solutions that meet the unique challenges your organisation faces in delivering public services, tailoring our production and recovery services to help you achieve positive outcomes.

Our deep expertise and experience in disaster recovery and resilient production environments, accredited for all areas of the public sector, enable you to deliver a joined-up service that is more resilient and always available.

We work alongside you to customise environments that meet your needs quickly, flexibly, and cost-effectively. We provide not only the solutions, but also the experienced consulting resources to design, build and run environments that meet a host of connectivity and security requirements.



DELIVERING DIGITAL FIRST

Innovation has given us incredible things. Devices that predict our needs. Phones we can talk to. Cars that drive themselves. Apps that can save our lives.

While digital advances in the consumer world are constantly disrupting organisations' IT strategies, Government departments and local authorities are not immune to the seismic developments taking place around them.

But creating agility and responsiveness while remaining secure, resilient and trusted, is far from easy. How can you reconcile the ever-challenging expectations of your community with constant budget squeezes, evolving technology trends, new policies and targets?

For both the IT services your team depends on and those you provide to others, cloud computing can help you align to 'cloud first' goals – designing services around what users need to get done – making the services agile, flexible and digital by default. This can help you improve operational efficiency, share information and 'join the dots' by integrating processes across agency and departmental boundaries.

IT has the potential to transform the way your whole organisation operates, not just in its use of technology but also by enabling you to:

- **Innovate to empower citizens and communities**
- **Redesign services to simplify, streamline and standardise**
- **Collaborate to share and reuse resources and assets**

This is why central government departments and local authorities alike are turning to Sungard AS as their provider of secure, tailored, readily available cloud services. It could not be simpler to get the resilient, flexible infrastructure you need through the Digital Marketplace. As a Public Services Network (PSN) compliant service provider, Sungard AS can fully support your 'cloud first' ambitions through our wide range of data centre transformation services and consultants.

UK SECURE SOVEREIGN CLOUD SERVICES

- Specialist Cloud services, including AWS and private cloud with sovereign services, under the G-Cloud framework to help you transition to and manage a hybrid cloud model
- Hosted within UK data centres and supported by a dedicated security-cleared operations team
- Single or dual site options available with diverse connectivity to:
 - Internet and Partner WANs
 - PSN Assured and Protected WANs
 - The N3 network for the NHS
- Service is based on the 14 Cloud Security Principles set out by the National Cyber Security Centre (NCSC), the National Technical Authority for Information Assurance within the UK
- Enhanced Regimes such as the PSN for Policing
- Accredited Connection Gateways to facilitate controlled data flow between security zones
- Availability Service Level Agreement up to 99.99%
- Managed Services that run on top of the cloud infrastructure including, for example, your Operating System and Applications

MANAGED CLOUD - AWS, UK SOVEREIGN

- Hybrid connectivity to existing Sungard AS hosted 'Official' and 'Official Sensitive' platforms, either hosted by Sungard AS or with AWS
- Digital transformation expertise through Consulting services
- Deep expertise on AWS, as evidenced by Managed Service Provider (MSP) accreditation, Storage Competency certification and Advanced Consulting Partner status
- Purchased through G-Cloud
- Security cleared, UK sovereign support by SC+NPPV cleared personnel (SC = Security Check, NPPV = Non Police Personal Vetting)
- Certified connection to Public Services Networks (PSN); Assured (PSN-A), and Protected (PSN-P)
- Alignment with the National Cyber Security Centre (NCSC) 14 Cloud Security Principles

CHANGE IS CONSTANT – AND CONTROL IS VITAL

Just when you think everything's under control, something unexpected happens. A reorganisation, a shift of focus, a regulatory update, a variation in community behaviour, or a new security threat. Such unpredictability creates an added challenge. Speed of change and flexibility are key to success, but they come at a cost. And, although we don't like to admit it, IT landscapes are often filled with unknowns and unexpected surprises behind every cable and inside every rack.

Your current infrastructure is likely to be a distributed mix of hybrid IT, legacy technologies and historic applications, all with differing security and connectivity levels and a myriad of processes – some fit for purpose, some certainly not.

Getting the right mix is increasingly difficult and always a moving target.

Which workloads are critical, and which could be switched off?

What has been (or should be) outsourced, and what do you need to keep in-house?

Such challenges are becoming harder to manage and costlier to cope with – both for the environment you have today and what you may need tomorrow.

DELIVERING VALUE THROUGH HYBRID IT

Technology is shifting at an unimaginable pace. Today, change is the norm and the most successful organisations will be those that are able to adapt to achieve their goals and targets.

It's important to ensure your IT enables the organisation to deliver better business outcomes through digital transformation, while maintaining resiliency across production and recovery environments.

A SUPPORTED, RISK-MITIGATED TRANSITION TO THE CLOUD

Public sector IT solutions can't be built using a one-size-fits-all approach. Instead, we help you identify the optimal infrastructure solution for your organisation. Our team of solution experts follow the AWS Well Architected Framework, while applying a combination of skills, programme methodologies and experience. As a result, you receive the support needed to deliver a low-risk migration of your services onto our accredited government cloud service.

Your migration plan will be executed according to our proven processes, including validation of workload compatibility, dependencies, roll-back plans and performance testing to ensure everything works flawlessly.

SUNGARD AS HELPS YOU GET THERE, BY ENABLING YOU TO:

- **Take back control of your IT environment, however complex**
- **Build resiliency into production and recovery**
- **Embrace innovative applications with confidence**

Under the G-Cloud call-off contract, we deliver enterprise-class, multi-tenancy, scalable IT infrastructures for resilient production and pre-production workloads running in a secure environment, hosted on AWS or our own environment. You retain control over your applications without the burden of owning and managing the underlying infrastructure.



WITH THE SUPPORT OF OUR EXPERIENCED CLOUD SPECIALISTS, YOU CAN REAP ALL THE BENEFITS OF AGILITY, FLEXIBILITY AND FOCUS WITHOUT COMPROMISING PRODUCTION WORKLOADS.



EMBRACE DIGITAL DISRUPTION WITH CONFIDENCE

Organisations that embrace digital innovation will reap the rewards. But what are the implications for infrastructure, security and continuity?

Platforms must be agile, but how do you balance this with keeping core systems efficient and safe? Which workloads should go where?

Sungard AS works with your existing systems, whatever you may have, to develop a tailored environment that meets your needs quickly, flexibly and cost-effectively. Whatever challenge you're facing, we're likely to have worked with others who have been in a similar position. And we're ready to apply what we've learned to help you.

RESILIENT PLATFORM FOR YOUR DIGITAL STRATEGY

To get maximum end user and strategic benefit from third-party applications, you need to get up and running faster and more smoothly than traditional implementations allow. Such projects can be challenging as you navigate the complexities of multi-agency collaboration to deliver a joined-up service that's fit-for-purpose.

Select an application provider or Independent Software Vendor (ISV) that partners with Sungard AS and we'll guide them through the journey to government-approved cloud services. We'll ensure their applications are integrated with our pre-approved platform, reducing your deployment timeline. Accustomed to dealing with substantial statements of work, we'll simplify the process of adoption by applying our own expertise and project management experience at every stage – from providing accreditation advisory services, such as threat and risk assessment, to coordinating the necessary IT Security Health Check and guiding you towards connectivity to the Public Services Network.

And with our consultative support behind them, smaller, more agile application providers can compete on a level playing field against bigger suppliers, so you benefit from greater choice and flexibility in the applications marketplace.



SUNGARD AS MAKES IT SIMPLE.

There is no 'right approach' – just the right approach for your organisation. Sungard AS can help you deliver an agile, interoperable and resilient IT environment that works.

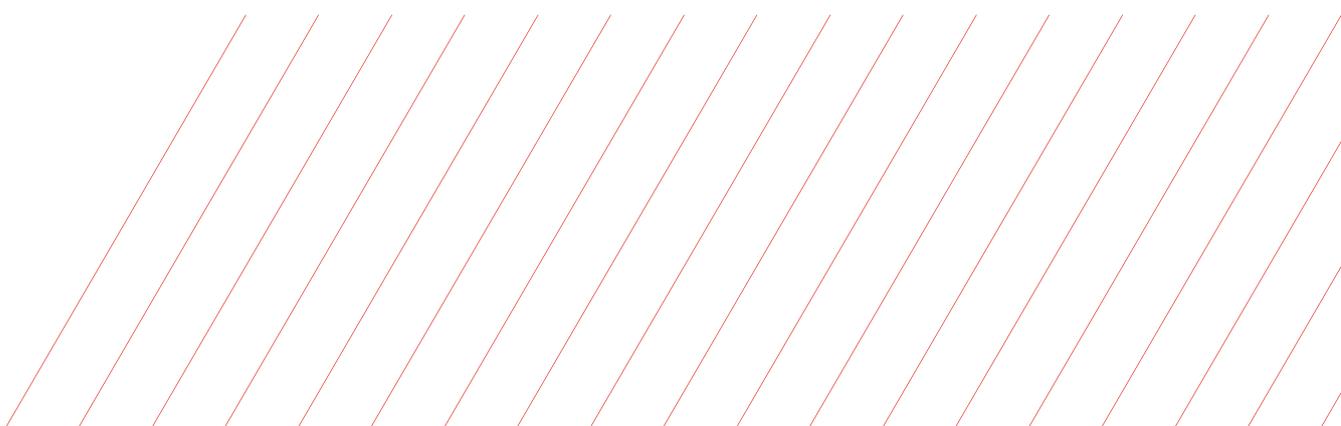
OUR UNIQUE SKILLS

Experience and heritage set us apart. We consider your organisation first, then design our solution based on some key questions:

- **How does it function?**
- **Who does it serve?**
- **Why does the infrastructure need to change and what will best meet the organisation's needs?**
- **When should it transition to a new infrastructure?**
- **What is expected of the teams we've been engaged to support?**

We invest heavily in our infrastructure and technologies but it's our people that bring your IT environment to life. Our team of accredited, security-cleared government solution experts, consultants and service delivery professionals are dedicated to delivering a range of recovery and production services that meet the tightly defined needs of all areas of government.

Working within the majority of EU public sector procurement frameworks and through many accredited technology partners, we enable you to achieve your goals, meet your targets and transform the way you interact with colleagues and the public.



IT YOU CAN RELY ON - ALL THE TIME

We deliver a customised, hybrid IT platform connecting everything together to make your IT is seamless, dynamic and adaptable to your digital needs. It's fully available, all of the time.

Infrastructure and Resilience Consulting Cloud Transformation • Information Security • Business Resilience • Hybrid Disaster Recovery		
Managed Cloud & Hybrid IT	Cloud and Physical Infrastructure Recovery	
Public Cloud	Managed Cloud-AWS Managed Cloud-AWS, UK Sovereign (Official, Official Sensitive)	
Hosted Private Cloud	Hosted Private Cloud Government Cloud (Official, Official Sensitive)	Recovery Management
Enterprise Application Cloud	Data Protection	Cloud and IT Infrastructure Recovery
	Workplace Recovery	Business Continuity Management
Managed Services and Colocation Colocation • Network • Hosting • Security		



UNRIVALLED HERITAGE. UNQUESTIONABLE TRUST.

It means our promise is the only one our customers need.

Sungard Availability Services has over 40 years of industry leadership in running and recovering complex IT systems worldwide. Today, we manage all types of technology – whether it's 20 years old and on a mainframe or cutting edge and serverless on AWS, chances are we've already supported a customer with a similar scenario.

Sungard AS takes an approach that's as personal as your specific requirements to help meet the wide range of challenges demanded of you, from legacy to cloud and resiliency to continuity of your people. We help you adapt to change and deliver the business outcomes you seek.



COMMITTED TO PARTNERS FOR SHARED SUCCESS

Sungard Availability Services' Partner Program enables you and your application partners to access a complete set of availability services that help you manage operational risk and maintain flexible, resilient IT environments. The Partner Program is designed to help you successfully adopt cloud and "as-a-service" solutions for your existing applications, or develop new solutions and embrace new ways of working with the confidence that security, resilience and availability are built in.





RESILIENT AND RECOVERABLE IT

A dramatic shift is occurring in the IT services industry. As customers seek out more elastic, cost-effective infrastructure and support for their IT needs and digital transformation objectives, we see a growing number of public sector service providers exploring cloud-based solutions, such as our *Managed Cloud - AWS, UK Sovereign* offering.

Let Sungard AS help you explore and find the solutions you need.

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1 UK availability only.

About Sungard Availability Services

Sungard Availability Services provides managed IT services, information availability consulting services, business continuity management software, and disaster recovery services.

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