

QUICKSHIP & MOBILE RECOVERY

Exploiting your existing capability and looking after your employees' interests

Maximise your resources – minimise disruption

Sungard Availability Services recognises that business continuity testing can result in disruption for your technical and office staff and, ultimately, your organisation. This is exacerbated at time of disaster.

Your plans may require staff to re-locate to Sungard AS's London Technology Centre (LTC) – the fully resilient hub of our recovery infrastructure – or another facility. While Sungard AS is expert in creating welcoming and well-equipped alternative workplace and data centre environments, we recognise that your employees would prefer not to spend days away from their normal place of work, home and family.

That's why Sungard AS offers **customers** the opportunity to **undertake testing and recovery** from invocations **at their home site** (if still intact), **a designated recovery location or a local Sungard AS Recovery Centre**. Sungard AS undertakes to deliver the IT equipment – and, if required, a fully configured workspace to house that equipment – within pre-defined timescales to a location specified by the customer.

Benefits

- **Choice** – a range of solutions to suit your needs delivered to your door
- **Rapid deployment** – QuickShip and Mobile Recovery Solutions on standby from our central distribution centre in the Midlands
- **Vendor-independent** – service supports multiple technologies
- **Timely** – recovery can start when you call; not when you arrive on site
- **Flexible** – test at any Sungard AS facility or your own location
- **Reliable** – a 100% recovery track record
- **Cost-effective** – savings on travel and subsistence costs for test and invocation and lower subscription costs than fixed-site solutions
- **Familiar** – workplace and technology equipment matches fixed-site standard
- **Productive** – reduce staff disruption during test or invocation
- **Supported** – Sungard AS staff available to provide technical assistance.

Why choose QuickShip and Mobile Recovery solutions from Sungard AS?

- **Unrivalled experience** – spanning five decades.
- **A 100% recovery success rate. Commitment to ongoing investment** – and continual technology upgrades.
- **Flexibility** – Whether you need one server or a fully configured workspace with systems, workstations, desk space, power and communications, Sungard AS can help.
- **Responsiveness** – Our fleet of company-owned transportable facilities and drivers is on permanent 24/7 standby for invocation.
- **Speed** – Our distribution facility is strategically located at the geographic centre of the UK with direct access to the UK's road network meaning that we can deliver solutions to your doorstep to meet 8hr–24hr minimum/maximum service levels.



Choose the QuickShip service that's right for you

Sungard AS's QuickShip solutions support a **variety of platforms** and are delivered into your choice of recovery location, whether that's your own premises or a Sungard AS recovery facility. All equipment is carefully packed in purpose-built, wheeled flight cases, ensuring it **arrives safely and ready for action**.

- **QuickShip Servers and Tape Libraries** – Spanning all the major platforms and systems.
- **QuickShip PC** – If you have access to alternative office space, rather than keep valuable assets on permanent standby Sungard AS will ship in the equipment you need when you need it.

- **QuickShip Printer/Photocopier** – Our colour and black and white printers and copiers can be shipped to a designated recovery site at time of invocation.
- **QuickShip PBX** – Comprises 2 Definity and 2 Avaya PBX capable of providing a range of recovery solutions from Standard PBX for 25 to 500 positions to full contact centre capability for up to 500 positions. Options for DECT wireless phones, headsets, wallboards and voice recording are also available. QuickShip PBX can be delivered into your facility or run from the delivery vehicle. It can also be used to provide telephony for Long-term and Mobile Recovery solutions.



- **QuickShip Voice Recording** – QuickShip Voice Recording can be used to record extension-side Definity Digital call connections. Available on a cost per port basis, the service can be used in conjunction with Sungard AS's Workplace Recovery or QuickShip PBX services, or for customers with Avaya Definity PBX using digital handsets.

Mobile Recovery solutions: convenient and economical

Whereas our QuickShip service delivers the technology you need, our Mobile Recovery solutions provide you with everything else you expect of a complete, **self-contained alternative workspace**.

Mobile Recovery solutions can be contracted on a **shared services basis** making this a highly cost-effective option for schools, local authorities and other not for profit organisations.

The fully equipped mobile workplaces can also be deployed within hours to act as **mobile command centres** during the handling of major incidents.



Whatever your requirements, Sungard AS has a mobile option to meet your needs. All **Mobile Recovery trailers are equipped with:**

- 45 KVA generator
- 15 KVA UPS
- 23 kW air conditioning
- Space for eight racks (45U high, 600 mm x 1000 mm) of equipment
- Tail lift for easy access and loading
- Quick release fixing points for IT equipment
- Cat 5 structured cabling system
- Operations bridge for five staff
- TV and DVD.



Mobile and Long-term Infrastructure Package

In addition to our QuickShip and Mobile Recovery solutions, Sungard AS can provide long-term support when an incident affects your normal operations but is not serious enough to require full transfer to one of our fixed-site Recovery Centres.

- Portable accommodation and storage units
- Mobile air conditioning units
- Power distribution units
- Diesel generators and
- UPS Portable structured cabling.



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 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

France

+33 (0)1 64 80 61 61 www.sungardas.fr

India

(+91) 20 673 10 400 www.sungardas.in

Ireland

+353 (0)1 467 3650 www.sungardas.ie

Luxembourg

+352 357305-1 www.sungardas.lu

Sweden

+46 (0) 8 666 32 00 www.sungardas.se

Trademark information

Sungard Availability Services is a trademark of SunGard Data Systems Inc. or its affiliate used under license. All other trade names are trademarks or registered trademarks of their respective holders.

© 2014 Sungard Availability Services, all rights reserved. CHK-015 1213

Connect with Us



twitter.com/SungardASUK

linkedin.com/company/sungard-availability-services-uk

facebook.com/SungardAS

youtube.com/SungardAvailability

blog.sungardas.co.uk