Too much on the IT checklist?

Get predictable resilience with Sungard Availability Services Recovery-as-a-Service

SUNGARD®
**AVAILABILITY
SERVICES™**

Its time to think differently about IT recovery

It's never been easy to keep up with change and the bar is higher than ever. You're required to demonstrate application and data integrity, security and resiliency across your enterprise, all while complying with changing regulatory requirements. Business demands are rapid fire – with mergers, new ventures, or just organizational changes and new initiatives, you're constantly coping with change to your IT plans, priorities, and spend. You're expected to keep everything running smoothly while innovating – within your budget, of course.

That's a long checklist and it's hard to keep up.

What usually falls off the list? It's often building in resiliency to minimize downtime. But all your initiatives are at risk if IT doesn't perform or work as intended. IT Leaders acknowledge the cost of downtime – according to an Aberdeen survey, $215,638 per hour of downtime for medium companies and $686,250 per hour for large companies.[1] That said, your production systems are a priority and we understand that disaster recovery often falls to the bottom of the checklist. What happens when something isn't a priority? You don't do it! Here is what we know:

- Numerous industry studies (e.g., from the Disaster Recovery Journal) and Sungard AS surveys repeatedly reveal that of businesses who have a recovery plan – 40% don't test it.[2]
- Of those that do have a recovery plan, 70% don't have their configurations up to date and 40% have very large deficiencies in their configurations.[3]
- The market adoption of IT service or application dependency mapping is only 15% – which means they can recover partial environments but not their entire business.[4]
- How do you balance enabling growth and coping with business pressures while ensuring IT resiliency?

1 Limit Downtime: Initiate a Business Continuity and Disaster Recovery Plan Today, Analyst Insight, Aberdeen Group, July 2013
2 Sungard AS Client Analysis and Survey, 2013
3 Sungard AS Client Analysis and Survey, 2013
4 Gartner Hype Cycle for Business Continuity Management and IT Disaster Recovery Management, 2013, Published July 2013, Analysts: Roberta Witty, John Morency

It's time to tear up the checklist.

Recovery-as-a-Service (RaaS) solutions

RaaS solutions from Sungard AS help you get ahead of risk. We've found a way to ensure that your recovery initiatives are built into every IT project you plan and execute. This requires a shift in mindset – we call it **predictable recovery for real resiliency.**

Sungard AS RaaS solutions are built on three decades of best practices in recovery tests and declarations and are coupled with industry-leading technologies for application and data recovery.

- We support fulfilling recovery SLAs for complex, multi-generational IT environments, across physical, virtual, and cloud platforms.
- We help you assess the business impact of data and application outages.
- We work with you to determine tiers of criticality so together we can optimize both the approach and your spend.
- We help you align initiatives with predetermined performance metrics and expected outcomes for the business.
- We quickly uncover shadow hidden IT and forgotten dependencies – often the key obstacles in achieving full business recovery.

Too Much on the IT Checklist?
Get Predictable Resilience with
Sungard AS Recovery-as-a-Service

Predictable recovery for real resilience

"Over the past four years, BC/DR budgets have been flat or down as a percentage of overall IT budget"

Source: Forrsights Budgets And Priorities Tracker Survey, 2010 to 2013

Transforming DR while you transform IT

Real IT environments are complex and multi-generational, with applications running on physical, virtual, and cloud platforms, with seamless, automated migration from server to server, environment to environment, and datacenter to datacenter. Every month, new apps, tools, and technologies become a relevant part of your business. IT is transforming across every kind of organization.

You might be an organization with mainframes – 96% of the world's top 100 banks and 71% of the Fortune 500 use them. So you're in a highly resilient world with multi-year app lifecycles and long-lasting infrastructure.

Or you're in the client/server age, with distributed, not-so-resilient hardware, IT sprawl and frequent app changes.

Or perhaps you're on the leading-edge, deploying cloud and mobile infrastructure that changes daily, seems simple at first but develops unpredictable complexity over time, and has constantly changing apps.

But most organizations also have their feet in two or more worlds because *it's necessary to drive business outcomes in a world of shrinking budgets.*

Pair with a partner that transforms recovery while you transform IT.

Sungard AS spans technology boundaries and delivers "right sized" solutions with tiered availability by SLA that embrace what you have, as well as where you're going.

What can you expect from Sungard AS? We'll deliver an approach that's:
- Fully-managed: by some of the best minds in recovery
- Predictable: realize real savings and know what you will spend
- Guaranteed: business recovery backed by our SLA
- Comprehensive: designed-to-work with Hybrid IT environments
- Experienced: apply the unique expertise gained by Sungard AS in tests and declarations over 35 years

Benefits

Meet business SLAs and mitigate risk.

Risk is your business and we're here to help. The company demands availability and success is simply defined – "Will applications perform when the end-user logs in and starts to work?"

For RaaS specifically or disaster recovery broadly, IT and Enterprise Risk managers struggle with basic challenges, all of which come down to *not knowing what they don't know.* For example, they may not understand the potential inadequacy of tape backup, or there might be a false sense of security that their data is secure or recoverable. They may not have considered that Shadow IT comprising of acquired applications of employee-sourced services can obscure dependencies and interactions. And IT managers are acknowledging the challenge of growth and complexity – it is difficult to get a handle on everything that is within the firewalls of their corporate IT – virtual, physical servers with a mix of legacy and modern applications and how interrelationships and dependencies actually impact performance and recovery.

But obscure IT isn't acceptable because requirements abound and pressures are more intense than ever.

- From a security and risk architecture perspective, data-at-rest, and data-in-transit has to be protected.
- From a regulatory perspective, proof and documentation of infrastructure, data and application availability shows up in many regulation and compliance mandates (HIPAA, FFIEC etc.).
- From a business perspective, you have to ensure availability for critical applications and essential end-users, for example, patient monitoring apps in the ICU.

You have to meet business SLAs while mitigating risk. Sungard AS helps organizations like yours do that, every day.

Scenario 1

A global banking institution suffered an outage that lasted more than two weeks due to the inadequacy of existing DR and misunderstandings about what needed to be recovered across legacy, virtual, and cloud infrastructure. This is a common situation due to the almost viral growth of IT services, tools, and infrastructure in innovative organizations.

Process: To help them meet their business SLAs and mitigate risk, we mapped their production environment. We found application dependencies and change management conflicts between production and recovery. We grouped workloads by tiers: mission-critical, essential, and best effort, putting applications in each tier.

Result: Reduced their 48 hour best case RTO down to 10 hours.

Sungard AS helps organizations like yours meet business SLAs while mitigating risk, every day.

Rethink DR for greater IT agility and new services.

Businesses demand IT agility and new services. Events such as acquisitions, mergers or organizational consolidation trigger due diligence of unfamiliar IT environments and either opportunities or requirements to transform legacy infrastructures. New corporate initiatives or new ventures often need new applications. And migrations to a new infrastructure, be it cloud or simply a remote data center, come with as many challenges as possibilities.

But it's possible, with Sungard AS RaaS based on cloud recovery and virtualization capabilities, to rethink traditional DR for greater IT agility and new services.

- It's possible for your recovery initiative to facilitate competitive advantage and business growth. If you can free up capacity in a datacenter previously used for IT recovery and use it as a source of new revenue for the business – that is a huge financial and competitive win.
- If you have siloed staff assigned to DR, and you can free them for new initiatives, that's a compelling opportunity.
- If you can build a recovery plan that spans your mainframe, client/server, and cloud environments instead of crafting a separate plan for each – you've accomplished something significant.

Scenario 2

A travel e-commerce site struggled to build agile disaster recovery and wasn't able to meet an RTO of 4 hours.

They engaged with Sungard AS for a full assessment, recommendation, and DR implementation.

Process: This organization got a replica of their current IT environment that utilized a Sungard AS managed cloud recovery solution. It addressed both load testing and disaster recovery as a service.

They also benefited by leveraging experts from Sungard AS who offered hardware and program management within the e-commerce providers' managed hosting infrastructure.

Result:
- **Tiered recovery management program**
- **Reduced their Recovery Time Objective window by more than 50%**
- **Leveraged their IT recovery investment for growth and new service delivery**

Gain dedicated expertise and predictable spend.

It's normal to hire Ops Personnel who are primarily skilled on the production side of the business. Backup and recovery, especially in complex hybrid IT environments, is a distinct set of skills in short supply.

But it's not enough just to have a backup guru on staff. You need specialized IT recovery personnel who are on the leading-edge of coping with the complexity of mainframe, client/server, and cloud environments.

The reality is, these capabilities come at a cost. Staffing is a major expense for most organizations, especially for scarce skills.

Yet staffing is a predictable expense. Imagine the unpredictable expenses caused by downtime and disaster. Think of forced capital expenditures for new tools, data recovery technologies, and new hardware. Imagine the cost of lost opportunity.

With Sungard AS, you have the opportunity to shift from a high cost, highly unpredictable model that isn't desirable to a managed service that's predictable. You can gain dedicated expertise and predictable spend.

Scenario 3

A design automation provider for electronics was adopting a hybrid IT model requiring a new approach to disaster recovery.

Process: We engaged in discovery, prioritization and tiering to determine dependencies across both virtual and physical applications, and developed a flexible recovery program that addressed their evolving production IT needs.

Result: Improved recovery objectives while shifting capital expense to an operating expense.

The Sungard AS approach

Manage my program

Sungard AS is well known for disaster recovery and business continuity consulting. We can work with you to design, implement, and maintain a Managed Recovery Program that is built on best practices for procedure development, execution, testing, and lifecycle management for IT recovery. Here are the key elements of the program you get from Sungard AS experts:

Develop the plan: We'll come in and perform the application technology and configuration mapping to get a holistic view of your environment including interdependencies, infrastructure, storage and peripherals. We perform a maturity assessment and develop and document the recovery procedures tailored to your unique environment.

Execute the program: This is the heavy lifting of building the target environment – we'll build the systems, restore operating systems, install backups, set up the networks, and execute start up and restore procedures for applications and databases.

Test the program: We'll handle pre-test planning and personnel coordination, test window schedules, perform the tests, and ensure that applications and data are restored. Now, with the Recovery-as-a-Service portal, you can monitor your tests and environment in real-time and gain instant access to post test results and opportunities for improvement.

Manage the program: Your business and IT environment is always changing. With Sungard AS managing your IT recovery program, you get a trusted partner who'll handle the configuration and life-cycle maintenance of not just the recovery environment, but also ongoing identification of production changes and areas of further optimization.

Recover my environment

With Sungard AS Recover2Cloud® and physical recovery services, you'll experience one of the most flexible solutions in the marketplace for variable RTO / RPO by application.

- It's private, built to be secure, with both single tenant and shared options.
- It's vendor agnostic, encompassing many compute, storage, hypervisor, service provider options.
- It's heterogeneous, built to work with non-cloud apps and platforms.
- It's flexible, delivering multiple RTO/RPO options at different price/performance trade-offs.
- It's online, with remote management, reducing travel requirements and local personnel.
- It's scalable, growing with your requirements over time.

Protect my data

Recovery is only successful with good data and a successful backup or replication of that data. We offer a full range of specific capabilities built to align with your existing data protection technologies from multiple vendors in the industry.

- **Enterprise Storage Replication–** For mission critical data, tier 1-2, Sungard AS offers a series of replication services that deliver your data in a hydrated method, ready-to-use state. Production replication is geared towards meeting the most aggressive RTO/RPOs, of near real-time RPO and between 4-12 hours RTO.

- **Managed Backup and Vaulting–** For non-mission critical data, tier 2-3, Sungard AS offers backup and vaulting solutions, fully managed services to provide you access to your backup data. Backup and vaulting are ideal for less urgent recovery requirements, between 24-48 hours RTO/RPO, and provide secure long term data retention.

Manage your program

Sungard AS Managed Recovery Program

Recover your environment

Recover2Cloud

Customer Managed Recovery

Physical Infrastructures

Protect your data

Network Workgroup

Move data from customer's location to a recovery center

At the heart of our RaaS approach is the management of the following three areas:

**Managing your program
Recovering your environment
Protecting your data**

Within each area, Sungard AS offers a range of services and capabilities to ensure that your data and applications are up and running when IT outages happen. We stand behind what we do with contractually guaranteed service level agreements.

One of the longtime giants in the resiliency world, it's no surprise to see Sungard AS' offering as a Leader in this evaluation. Recover2Cloud is a highly flexible and scalable offering backed by the company's decades of experience in the disaster recovery market."

Source: The Forrester Wave, Disaster-Recovery-as-a-Service Providers, Q1 2014.

Conclusion

It's time for a different approach.
Your business, end-users, customers, and stakeholders expect more and are less forgiving. IT downtime isn't an option. Sungard AS is the pioneer and industry leader forging a new path for IT resiliency. Call us to learn more and get started with your Recovery-as-a-Service program.

Why choose Sungard AS?

More than 30 years of experience supporting complex IT operations and providing availability management.

Highly flexible tailored solutions to support customers' unique business and IT requirements.

Managed services ranging from hosting to virtualization to cloud, in a resilient, secure, enterprise-grade IT environment.

Breadth of services and expertise to transform and operate business-critical hybrid IT environments.

For more information please visit our website at:
www.sungardas.com/solutions

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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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