Sungard Availability Services (Sungard AS) Colocation Services deliver a completely flexible solution for your applications environment. Our enterprise-class infrastructure and global data center network give you the opportunity to develop the colocation arrangement that’s right for your specific business.

Each one of our highly secure data center facilities includes state-of-the-art cooling, high-density power, and diverse network connections. All of our facilities are vendor-neutral and platform-independent. A 100% power service level agreement and redundant power circuit is complimentary for every customer (2N).

Sungard AS data centers are supported ITILv3 framework and certified to the ISO 20000-1 standard. Our facilities are included in annual SSAE 16 Type II audits and designed to support the regulatory requirements of PCI-DSS, FFIEC, HIPAA and FISMA/NIST.

With Sungard AS Colocation, you can count on a resilient environment that’s designed for high availability and built to support governance, risk and compliance requirements—without the expense of a capital investment.

With more than 30 data centers in North America and Europe for managed services, a Sungard AS location is convenient to most US and Canadian metropolitan areas.
State-of-the-art infrastructure and expert service for your critical applications.

Sungard AS Service Management Team

The Service Management Team serves as your single source of multi-specialty IT professionals, offering comprehensive technical, administrative, and engineering support. The specialists on the team are experienced in all aspects of the IT infrastructure, including network, server, storage, and security components. By design, our customers typically speak directly with a single specialist and avoid making multiple calls to multiple specialists.

Our delivery team is organized around a service-centric operating model, based on an ITIL v3 (Information Technology Infrastructure Library) and ITSM (Information Technology Service Management) structure, and grounded in our ISO 20000-1 certification. 24/7.

Support
Our 24-hour-a-day support combines industry best practices, robust help desk tools, and access to Sungard AS’ expert technical, administrative, and management teams.

Service desk
The Service Desk teams specialize in responsive tasks, such as issues, change request processing, and implementations:
- Our dedicated support staff is available for level-one issues, including communications on technical issues, change request processing, and internal and external problem notification
- Our Customer Portal offers ticket resolution and an escalation process.

Monitoring services operations team
Our proactive monitoring teams focus on problem prevention, capacity management, business continuity, security, and other “smart hands and eyes” service-support activities. We provide you with network and systems expertise for isolating issues and handling troubleshooting for all Sungard AS network resources as well as client-managed network equipment including:
- Multi-vendor Internet transit connectivity options
- Real-time network monitoring and management

Sungard AS Global Facilities

sungardas.com
**Managed colocation**

Sungard AS Managed Colocation provides IT staffing for 24/7 support, monitoring, and management of your environment. Each of our managed services are back by service-level agreements, and include:

**Security services** – Customized security solutions including IDS/IPS, firewall & VPN support, secure remote access, and advanced solutions based on compliance or industry requirements.

**Network services** – Ranging from LAN and WAN management, Internet access services, remote infrastructure management, dedicated transport, and load balancing services.

**Storage services** – Data backup services and SAN services to support storage and information backup, as well as data protection and compliance requirements.

**Monitoring & reporting services** – Monitoring and reporting of the critical infrastructure supporting the application, including server performance and network operations.

**Server management services** – Management support is available for Microsoft Windows Server 2008, 2012, and 2012 RS as well as Red Hat Enterprise Linux 5 and 6. Other operating system support may be available through an exception basis.

**mysungardas.com**

Our Customer Portal provides you with access to essential information, such as infrastructure performance, problem and change activity, account information, and more.

**Fail-safe data protection**

In case of hardware failure or a malfunction that causes an outage, a suite of services are available for the restoration of all servers, applications, network, and security devices hosted at a Sungard AS site.

**Sungard AS Global Facilities**

- Colocation with Managed IT
- Workplace
- Managed IT and Workplace
- Managed IT, Workplace and Recovery
State-of-the-art infrastructure and expert service for your critical applications.

A representative Sungard AS data center includes:

**Redundant infrastructure & engineering**
- 24 to 30-inch raised flooring for underfloor cooling and power distribution
- 12-foot ceilings, with closed plenum hot air return
- Hot and cold aisle cabinet design
- 3-tier ladder system for copper and fiber network distribution

**Power management**
- Full power redundancy (minimum N+1 up to 2N+1), including underground dual-fed electrical utility system, double-ended electrical switch gear, dual Uninterruptible Power Systems (UPS') to deliver conditioned A and B power at rack level, with battery backup that is equipped with battery monitoring
- Power distribution units that provide power isolation, power distribution, commercial grade grounding, and power monitoring
- Branch Circuit Monitoring (BCMs) that monitor power at the branch circuit level
- Generators equipped with Selective Catalytic Reduction systems (SCR) that supply generator power for all critical systems

**Environmental controls**
- State of the art Building Monitoring System (BMS)
- HVAC intelligent cooling systems
- N+1 Computer Room Air Conditioners [CRACs], including variable speed, impeller cooling system
- N+1 Chiller systems

**Fire detection and protection systems**
- State of the art, electrical, mechanical and fire system monitoring
- Very Early Smoke Detection (VESDA)
- Preaction double interlock dry pipe
- FE 25, FM 200 suppression
- Independent alarms for heat and smoke

**Physical security**
- ISO-certified procedures
- 24/7 security staff monitoring
- Closed-circuit video camera and infrastructure monitoring
- Biometric and multi-level keycard secured

**Connectivity**
- Multiple levels of network redundancy, with a fault tolerant, global private network backbone
- Meshed, multi-vendor Internet transit connectivity
- Diverse path long-haul access (public and private)
- Redundant internal network distribution platforms
- Dedicated DC plants with battery backup
- Dual customer physical handoffs (copper, single-mode, and multimode fiber)
- Recovery-centric, on-demand network service suite supporting a broad range of TDM and IP Services
- Integrated monitoring and management systems for comprehensive fault identification and remediation

Data centers vary by location. Visit [www.sungardas.com](http://www.sungardas.com) for information about specific facilities.

**About Sungard Availability Services**
Sungard Availability Services is a leading provider of critical production and recovery services to global enterprise companies. Sungard AS partners with customers across the globe to understand their business needs and provide production and recovery services tailored to help them achieve their desired business outcomes. To learn more, visit [www.sungardas.com](http://www.sungardas.com) or call 1-888-270-3657.

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