



RECOVERY & BUSINESS CONTINUITY SERVICES

Protect your data.
Recover your environment.
Manage your recovery.





While it's true that businesses rely on IT services more than ever, it's also true that the environments delivering those services are more complex than ever before.

With hybrid IT being the new norm, your applications and data may flow through a complicated combination of production systems — from internal and external data centers and different cloud providers to siloed legacy systems.

There can be multiple points of failure anywhere in the IT service delivery chain, making it hard to maintain continuous availability and even harder to recover if disaster strikes.

To get back to business fast, you need a resilient and recoverable production environment. While there is no single recovery technology capable of spanning today's vast and varied IT landscape, there is a single solution: Recovery and Business Continuity Services from Sungard Availability Services (Sungard AS).

Remain Competitive

In a 2017 survey conducted by Disaster Recovery Institute, 43% of respondents chose “**requirement to stay online and competitive 24x7**” as the #1 reason for recovery¹.

¹ Disaster Recovery Institute: The State of Disaster Recovery Preparedness 2017, Stephanie Balaouras.

Unlike most other providers — who may “spin up” some servers and leave recovery to you — we’ve integrated our hosting and cloud services with our recovery services and hybrid IT approach to deliver a comprehensive solution for the resilient and recoverable production environment you need.

What does that mean? If downtime or disaster occurs, you can recover both physical and virtual infrastructures. Beyond just servers and operating systems, you can recover your applications, production data and workloads. And, you can tailor your recovery strategy to meet a full range of recovery time objectives (RTOs) and recovery point objectives (RPOs).

Most importantly, with Recovery and Business Continuity Services from Sungard AS, you can be prepared for disruptions — whether caused by minutes of downtime or a major disaster — to support business that never stops.

Our recovery approach includes a range of services, focused on protecting your data, recovering your full environment and managing the recovery lifecycle.

PROTECTING YOUR DATA

Since the core of every successful recovery starts with gaining a good copy of your production data, we move your data to a recovery center, where it can be kept safe, secure, refreshed as often as possible and ready for restoration. This includes:

DATA REPLICATION

For mission-critical data, we offer replication services that deliver a fully working copy of your environment in a ready-to-use state, should disaster happen. With a recovery time between 4-12 hours, this service is geared towards meeting your most aggressive getting-back-to-business goals.

BACKUP AND VAULTING

This can be ideal for non-mission-critical data with less urgent recovery requirements, for data with RTO and RPO goals between 24-48 hours, and for long-term data retention. As apart of our AWS suite of services, you can leverage our Managed Backup-AWS service.

RECOVERING YOUR ENVIRONMENT

If disaster happens, we connect your data to your backup infrastructure and recover your network and applications.

CLOUD-BASED RECOVERY

A fully managed recovery solution for your IT environments on a secure enterprise-class cloud platform with SLA backed, guaranteed recovery. Leverage the cloud to lower recovery costs and scale up and down to address a range of RTO and RPO needs. Choose from Sungard AS cloud options or third-party technologies. Select service options include:

AMAZON WEB SERVICES. Combine Amazon Web Services (AWS) with our tested and proven solutions to recover virtual machines and data to and from the AWS cloud. Support includes Azure workloads to failover to AWS. Benefit from full recovery capabilities and a PCI DSS platform compliant solution — including operating systems, storage replication, off-site storage and automated recovery for protected workloads — and a single point for AWS recovery needs. RTO SLA starts from 15 minutes to 4 hours for 250 VMs.

SERVER REPLICATION. With near-zero RPOs and RTOs of less than 4 hours, this service is suited for your most critical applications.

VIRTUAL SERVERS. A hypervisor-based asynchronous replication solution for virtual-to-virtual recovery. Provides a 2-4 hour SLA-backed recovery window and agnostic storage replication.

PHYSICAL IT RECOVERY

Locate your systems in a Sungard AS recovery facility. We leverage our experience in managing hybrid environments to provide recovery services across multiple platforms.

MANAGING YOUR RECOVERY

Customize your lifecycle approach to recovery by determining which processes you would like to take on yourself and which you would like Sungard AS to handle. Or, we can address the entire process for you. The services below can be ideal as part of your overall recovery planning:

MANAGED RECOVERY PROGRAM

Sungard AS Managed Recovery Program clients are 2.5 times more successful at recovering versus the market average. We assume full responsibility for your IT recovery — from people and applications down through the infrastructure and backup processes.

To tailor the service for your specific RTO and RPO needs, we help you develop a data protection and recovery strategy, define a program and process design and manage and execute testing. Over 90% of our recovery processes are automated via our patented Recovery Execution Systems (RES), which powers our Managed Recovery Program.

Then, we provide on-going program and change management to ensure your environment is fully recoverable as it transitions over time. As a result, you have a disaster recovery program designed to meet and improve upon your recovery objectives.

DISCOVERY AND DEPENDENCY MAPPING

Discovery and Dependency Mapping (DDM) delivers an accurate, auditable map of your production environment and applications, and their dependencies. Sungard AS is one of very few service providers able to deliver DDM as a service that leverages data gathered to improve IT and recovery management.

For example, you can make more informed decisions on strategic projects that drive business value, such as correctly sizing a recovery solution to optimize budget. Or, you can create a centrally managed and factual asset blueprint to guide your cloud strategy. Further, an accurate, current picture of your production IT enables you to keep production and recovery environments in sync for greater resilience and availability.

WORKPLACE RECOVERY

While disaster recovery focuses on getting back to business, business continuity planning focuses on the actions you can take to prevent the events that can cause downtime in the first place. It defines and documents what needs to be done if a downtime threat occurs, when it needs to be done and who is responsible.

DEDICATED WORKPLACE. This is a premier service used for your business only, eliminating over-subscription risks during a widespread disaster. While the contracted suites are solely for the use of your business, you share infrastructure costs and site overheads with other subscribers of the remaining suites. So, the cost is lower than a DIY facility and the suite can be tailored to your exact requirements.

SHARED WORKPLACE. All positions are equipped with enterprise-level IT and telephony, which is standardized throughout our facilities. A strictly limited number of customers subscribe to the service, ensuring that a suite is available to your business at time of test or disaster. You can balance risk and cost with shared suites, available at very attractive price points.

MOBILE WORKPLACE. If you can't come to us, we go to wherever you need us, making this highly suitable for your branch or remote offices and convenient for your people and customers. Advanced planning is a prerequisite for this service to ensure our Mobile Recovery Unit can access, park on your site and hook up to preinstalled power and network points. Every unit can also function on standby power to run IT and telephony systems, as well as heating and air conditioning systems.

RESILIENCE AND BUSINESS CONTINUITY CONSULTING

Sungard AS consultants can help you plan, implement and manage your environment to ensure resiliency and recovery across a hybrid IT landscape. We start by defining your objectives and determining the data that needs to be protected. Then, we recommend and implement a recovery solution, document recovery processes and test the environment. From there, we can provide on-going management services, or share recovery responsibilities with you.

GET READY TO BE RESILIENT

Whether it's a millisecond of downtime at a local branch office or a much more destructive force that reverberates across larger geographies, you need a high level of IT resiliency to resume business quickly.

Sungard AS is a leader in disaster recovery with more than 40 years of experience in providing availability services across multiple platforms. We have a proven track record of managing mission-critical production and recovery environments for our customers and a team of consultants with the expertise you need to design and deliver a continuity and recovery solution to meet your objectives.

You can rely on us for the resilient and recoverable production environment you need to recover your systems and your business operations.

Talk to your Sungard AS representative today.

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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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