AVAILABILITY, RECOVERY, CONTINUITY

How do you make the everyday happen in an environment where anything can happen?

SUNGARD AVAILABILITY SERVICES®

When you think about availability, recovery and continuity, does your mind immediately think about downtime from factors beyond your control, like natural disasters? **In actuality, it's the things within our control everyday that affect uptime the most.**

Human error tops the list: Someone unplugs a server or accidentally misconfigures an add, drop or change to the environment and downtime ripples across your organization. Hardware and software failures follow as the next most common downtime triggers.

You need a better solution now because:

The stakes are higher with more employees, customers, partners and business processes relying on the availability of your systems and data.

The costs are greater as downtime impacts your revenue stream and reputation.

And *the risks are growing* as denial of service attacks and the digital economy push online transaction volumes beyond expectations.

That's why, when it comes to maintaining business continuity, you need to think beyond having a highly available production environment to having a fully recoverable production environment. So, if minor disruptions or major disasters happen, you can continue to make everyday business happen.

Uptime: A business imperative

"If our systems were down for any prolonged period of time our customers would go elsewhere. If we can't do the job, somebody else will so uptime is absolutely imperative. With Sungard Availability Services, I have the peace of mind that availability is never an issue."

Simon George
Senior IT Manager,
Metro Shipping

WHAT'S STOPPING YOU?

The complexity of your environment is a big barrier to achieving your uptime goals. Your environment may include a mix of in-house and external data centers, public and private clouds from different providers, siloed systems and legacy applications.

This creates multiple points of potential failure, but there is no single technology to protect it all. And, any change can upset the delicate balance of dependencies.

To prepare for what might happen and get back to business quickly if it does, you need to define, document and test the recovery process for the entire environment. You need to ensure you can properly recover your applications, data and workloads, not just the servers they run on. You need a fully functional copy of the environment ready to go into production.

But you may not know where to begin, and time and staff restraints may put your initiatives on hold until it's too late.

If you want the highest level of availability for a business that never stops, you need to know where to start: Sungard Availability Services.

Availability:
The lifeblood of business

"We can rest easy knowing our critical systems and blood data are always available with a strong disaster recovery system in place"

Ric Jones
Chief Information Officer,
LifeShare Blood Centers

While there is no single technology to address your availability and recovery needs, Sungard Availability Services (Sungard AS) can integrate an optimal mix of fully resilient production and recovery services into one solution for you.

From protecting your data and recovering your environment to managing your recovery over the long term, our approach spans the people, processes and technology involved in having the highly available, completely recoverable environment you need for business continuity. To do so, we:

1 **DEFINE OBJECTIVES.** We gain a deep understanding of your business and IT needs and vision, recovery time objectives and recovery point requirements. Then, we determine key business processes and system interdependencies that should be involved in meeting your goals.

2 **TIER APPLICATIONS AND DATA.** We identify which data needs to be protected, as well as where and how it is stored and recovered. We tier and prioritize each workload, according to compliance and availability requirements and its criticality to the business.

3 **APPLY CHANGES.** To maximize availability, we recommend and apply changes to how you provision IT services to your company. To eliminate single points of failure, we create an ideal recovery environment, using a core network of data centers. This includes Sungard AS facilities, as well as services from our partners, such as Amazon Web Services, Actifio and VMware.

4 **ALIGN ENVIRONMENTS.** We sync your production environment with our recovery environments so they are both up to date and ready to go if a disaster or other type of disruption occurs, or if you need to pass recovery audits.

5 **DOCUMENT AND TEST.** To get you back to business fast, we define and document the back up and recovery process for your entire environment. Unlike data deduplication, which eliminates redundant data, we provide you with a full copy to improve data integrity. We do a complete test of all the infrastructures, applications and dependencies and repeat the tests on an on-going basis to ensure the readiness of your recovery and data.

6 **AUTOMATE RECOVERY PROCESSES.** Take advantage of our unique Recovery Execution System* that discovers, automates and updates recovery processes—greatly reducing human error, the number one cause of downtime.

7 **MANAGE FOR CONTINUITY.** Choose to have us share the responsibility for business continuity with you or opt to have us take full responsibility, backed by service level agreements.

*Patent pending.

MAKE EVERYTHING HAPPEN

Availability drives everything you do—from the business processes that drive revenue to the applications that drive productivity and the data that drives decisions. That's why a piecemeal, point-solution approach isn't enough. You need an end-to-end availability solution for both production and recovery environments.

At Sungard Availability Services, availability isn't just in our name, it's part of everything we do today and everything we've done for more than 35 years. As a recognized leader in disaster recovery and a leading provider of application services, we've managed even the most complex missions-critical IT environments for our customers.

So, if you want to know what to expect when the unexpected happens, call your Sungard AS representative today.

The competitive edge

"The customers of today demand instant service. If they couldn't download their photos from the cloud fairly quickly, they would soon move their photos to a competitor's site. So, having Sungard AS as our partner gives me peace of mind."

Kyran O'Kelly,
General Manager,
FUJIFILM

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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

SUNGARD AVAILABILITY SERVICES®

IT FOR BUSINESS THAT NEVER STOPS