



TRANSFORMING IT FOR  
RESILIENT BUSINESS





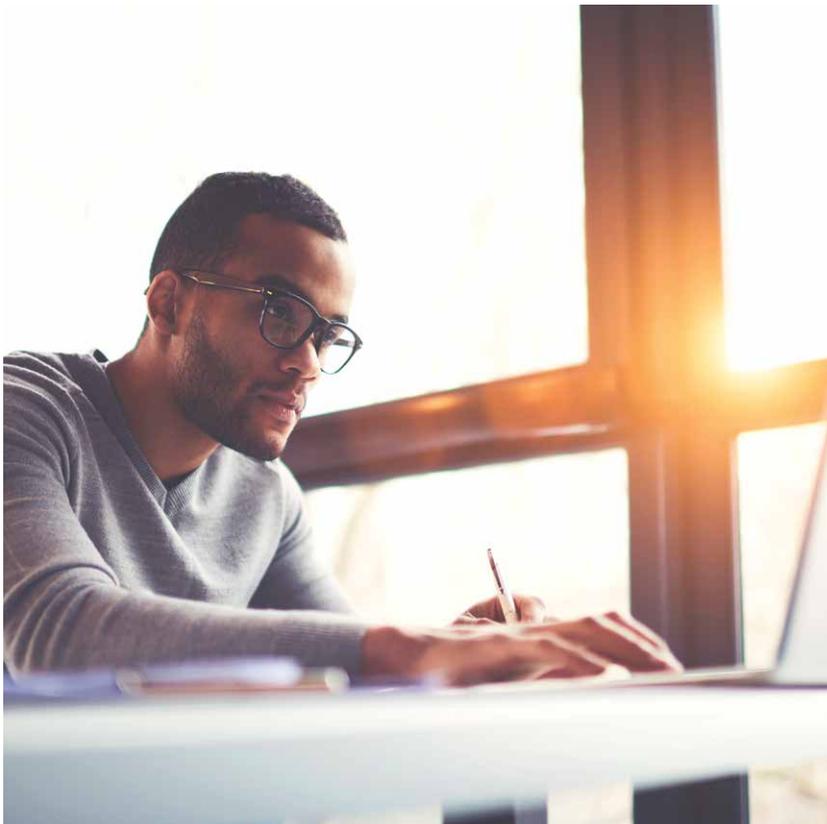
01

WHAT IS  
**RESILIENCE?**

The background of the slide features a blurred image of several hands pointing upwards, suggesting an audience or a group of people. The hands are in various shades of skin tones and are positioned against a dark, out-of-focus background. The overall aesthetic is professional and modern.

**Business resilience** is the ability to anticipate risk, mitigate the impact and move forward with confidence as you transform your IT environment. Ultimately, it's about adapting well in the face of unprecedented change and unforeseen adversity, ensuring critical applications and data are always available.

It means thinking beyond backup and embedding resiliency into and across your production environment—decreasing risk and complexity to increase agility—so you can capitalize on the opportunities that digital transformation offers.



“Business resiliency is all about continuous improvement. It’s about planning the strategy and mitigation for an interruption, while at the same time looking forward and saying, ‘What can we do to prevent this in the future?’”

**Jacklyn Ulban,**  
*Manager of Business  
Resiliency and Compliance,  
Unitil*



02

HOW DOES YOUR  
ORGANIZATION  
**BECOME  
RESILIENT?**



Embed resiliency into and across your environment by making your business and IT operations more available, safe and agile.



### **BE AVAILABLE**

Ensure core processes, applications and infrastructures are resilient and recoverable for continuous business operations.



### **BE SAFE**

Balance the need for data and application access with security and regulatory requirements amidst growing threats.



### **BE AGILE**

Leverage hybrid IT to align the right applications with the right platforms to minimize complexity, maximize efficiency and be ready for change.

**Sungard Availability Services (Sungard AS) can help you achieve and maintain these essential elements of resilience.**

First, let us tell you more about who we are, what we do, who we've helped and how we apply our core values and expertise to help you reach your resilience goals.



# 03

## THIS IS **WHO WE ARE**

At Sungard AS, we help businesses transform their IT environments, ensuring they are resilient and recoverable. We leverage our 40 years of experience across a broad range of IT landscapes to align the right workloads with the right infrastructures—whether hybrid cloud, legacy or something in between.

We are 2,500 employees strong, spread across the Americas, Europe and India.

We are the people who make resilience a reality so you can focus on what's important—whether that means delivering

packages or patient care, managing finances or the fleet, capturing sales or streamlining processes on the factory floor.

Since we are a recognized leader in disaster recovery, we are also the people who ensure the availability of mission-critical operations during minor disruptions or major disasters.

As a result, we help our customers lessen the risk and complexity of IT transformation, so they can lead with resilience and take on the forces of change.

## SUNGARD AS GLOBAL SNAP SHOT



**Founded in 1978**



**Serving regional and global  
blue-chip customers across  
9 countries**



**2,500 employees  
globally**



**\$983.7 million in  
2018 revenue**



**5 million square feet of hardened  
secure operations space**



**78 Global Data and  
Work Place facilities**



**11 Mobile Recovery  
Units**



**Awarded 13 patents since 2012,  
with a focus on automated  
recovery**



**Industry-leading managed  
recovery success rate, 2.5x the  
market average**

**We know how to calm the chaos of IT recovery. Just imagine how we can help you with your everyday production systems.**

A woman with long, wavy brown hair is smiling and looking towards the right. She is wearing a light blue, short-sleeved, textured top. She is sitting at a table with a laptop and a tablet. Other people are partially visible around the table, suggesting a meeting or collaborative work environment. A red square is in the top left corner.

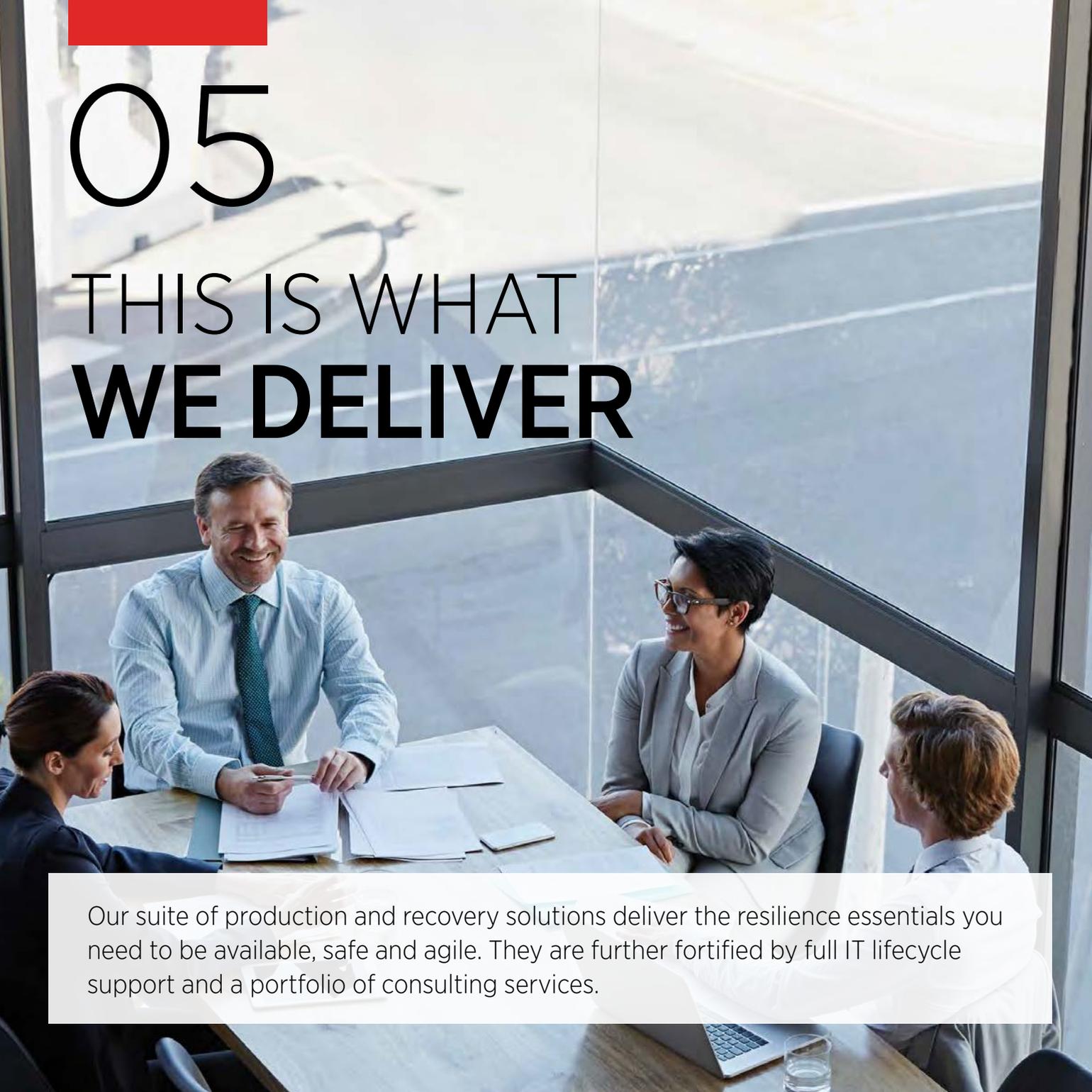
04

THIS IS  
**WHAT  
WE VALUE**

“I can see that Sungard AS has kept the same values in respect to people. They are highly specialized and committed, and backed with a strong chain of command and good leadership. From the very first meeting with our project manager, I knew we were in the right hands.”

**Dimitar Kotzev**, *Vice President, Information Technology*  
*Guaranty Fund Management Services*





# 05

## THIS IS WHAT **WE DELIVER**

Our suite of production and recovery solutions deliver the resilience essentials you need to be available, safe and agile. They are further fortified by full IT lifecycle support and a portfolio of consulting services.

# CONSULTING PORTFOLIO

Our consulting services portfolio is designed to decrease the complexity of IT change and increase the value of your IT transformation.

Whether you are just beginning, in the midst of change or challenged to move forward, our consultants have the experience and expertise needed to ease and accelerate your progress.

Services span our entire solutions portfolio and across production and recovery environments to build resilience across your IT landscape.

## **Consulting Areas of Expertise:**

- Business Resilience
- IT Transformation
- Technology Risk Management

“One of Sungard AS’ strengths is their pragmatic approach. They’re willing to be flexible and compromise ... The relationship gives us the best of both worlds – the infrastructure, scale and experience of a big company, but not the inflexibility and rigidity that often comes with it.”

**Mark Reid,**  
*CIO, John Menzies plc,*



# SOLUTIONS PORTFOLIO

“Sungard AS gave us a tailor-made environment with the cost advantages of a public cloud. They customized the infrastructure and their processes to support our specific business requirements.”

**Ravi Radhakrishnan**

*Director, Global Investments Technology, Aflac Global Investments*

## Managed Cloud & Hybrid IT Services

A holistic approach to IT transformation—backed by our hybrid IT management expertise—means we can help you renovate the old and innovate with the new to consolidate systems and optimize costs.

Select the cloud model that matches your specific business needs and resilience goals. With the right cloud platform, you can also get more power and value from your enterprise applications and databases.

**Public Cloud.** Provides the advantages of the Amazon Web Services (AWS) cloud with ongoing management and support from Sungard AS.

**Hosted Private Cloud.** Combines the scalability and agility of a cloud infrastructure with the security, control and performance of a fully dedicated environment, powered by VMware technology.

**Enterprise Application Cloud.** Boost the performance of your Oracle and SAP applications and databases while you ease your workload with SAP Basis administration.

## Managed Cloud & Physical Infrastructure Recovery Services

Our approach to data protection and recovery prepares you for disruptive or disastrous events by spanning the people, processes and technologies involved in delivering a fully recoverable production environment.

**Recovery Management.** We assume full responsibility for your IT recovery through our Managed Recovery Program, while Discovery and Dependency Mapping keeps production and recovery environments in sync.

**Data Protection.** Data replication meets your most aggressive get-back-to-business goals for mission-critical data, while backup and vaulting can be ideal for less urgent recovery requirements.

**Cloud & IT Infrastructure Recovery.** If disaster happens, we connect your data to your backup infrastructure and recover your network and applications, whether for cloud-based or physical IT infrastructures. As a Managed Service Provider and Storage Competency Partner for AWS, we also offer Cloud Recovery-AWS.

**Workplace Recovery.** If an event disrupts your normal workplace, keep business operations going with dedicated or shared off-site suites or mobile recovery units.

“We turned to Sungard AS, which made implementing a new path to DR easier to accomplish than we expected. When they say ‘managed service,’ they mean managing the whole process, from top to bottom, and they continue to maintain it with the same level of attention to detail and rigor as in the initial implementation.”

**Eric Bulis,**

*Senior Vice President of Operations and CIO,*  
Gerber Life Insurance Company

## SOLUTIONS PORTFOLIO (continued)

### Managed Services & Colocation

Our global network of data centers are equipped with the space, infrastructure, capacity, power and people needed for a high level of availability, performance and resiliency.

**Colocation.** Run your applications in one of our enterprise-class facilities. Select space and power options and leverage the 24/7 operational support and monitoring services provided by our skilled data center experts. A web portal provides visibility and control over your IT resources.

**Network Services.** Get secure, high-speed connectivity through a private connection or the public internet with a 99.99% availability SLA and built-in redundancy. Or, link to AWS, Azure and Google clouds via our HyperscaleConnect option.

**Managed Hosting.** Stay in control, while freeing your business from hardware ownership and your staff from day-to-day management. We monitor, manage, update and support your server, storage, mainframe and database environments for you.

**Managed Security.** Meet security and compliance requirements with 24/7 threat protection, vulnerability management and services for device management and DDoS mitigation.

## THE POWER OF PARTNERSHIPS

We form strategic alliances with leading IT providers, combining the strengths of Sungard AS with the unique advantages delivered by each of our technology partners.



A man with short brown hair and glasses, wearing a maroon button-down shirt, is seated at a wooden counter in what appears to be a cafe or office environment. He is viewed from behind, focused on a silver laptop. The counter is cluttered with stacks of white plates and cups. The floor is a dark, textured concrete. A large white number '06' is overlaid in the top left corner.

# 06

## THIS IS HOW WE'VE HELPED

“Data is our business, so it’s extremely critical that we maintain a solid, secure infrastructure for our analysts to perform their work. We’ve partnered with Sungard AS to build redundancy and resiliency into everything we do, and we’ve never had an issue with downtime that’s caused by environment, location or networks.”

**Peter Lee,**

*Chief Technology Officer, Verus Analytics*

**Aflac Global Investments** moved critical production applications and recovery to the cloud. The tailor-made and tested solution meets security, availability and DR needs for resilient operations to support 24/7 global investment operations.

**Gerber Life Insurance** runs dozens of critical applications on a distributed infrastructure, powering customer and agent interactions. A managed recovery program provides predictable costs and reduces staff demands, while discovery and dependency mapping syncs production and recovery environments.

**Guaranty Fund Management Services** has a fully tested and managed cloud-based disaster recovery solution that cuts recovery time objectives in half. Resilient IT supports consumers and preserves the insurance industry's reputation, while a workplace recovery site provides continuous operations if disruption happens.

**Menzies** leverages our consultants and scalable cloud infrastructure to support its transformation and global expansion plans. The solution helped consolidate four data centers into two, released cash flow for new acquisitions and prepared the aviation company's infrastructure for subsidiaries to operate independently.

**Procon** runs its SAP applications in the cloud to support mining services throughout the world. Now, everyday business happens like a well-oiled machine.

**Verus Analytics** mines terabytes of sensitive data and relies on Sungard AS to host its primary and DR infrastructures, assuring resilience and security.

**Zyme** delivers channel data management solutions via a hybrid infrastructure, including a private cloud that slashes processing times by 80 percent. Cloud-based backup also cuts recovery time from weeks to just 12 hours.

07

NOW IS  
**WHEN IT  
MATTERS**



As transformation continues to digitize more business processes, resilience will become even more closely linked to business success, and the technology decisions you make today can enable that success.

In a recent study conducted by media publishing company IDG, more than 85% of respondents said they are planning or have already implemented steps to improve IT resilience.\*

So, now is not the time to be left behind. It is the time to take charge and lead your resilience initiatives.

With more than 40 years of experience, Sungard AS can help you revamp production and recovery processes, avoid the perils of disruption and risk and master the complexity of a mixed environment—so you can lead your organization to more resilient and recoverable IT.

Business Resilience study conducted by IDG Communications on behalf of Sungard Availability Services, 2017. More than 400 business leaders participated in the research from across the US and Europe.



# 85%

of respondents said they are **planning** or **have already implemented** steps to improve **IT resilience\***



A hand holding a golden trophy cup. The cup is highly reflective, showing a distorted reflection of a checkered floor and some greenery. The background is a soft, out-of-focus light.

08

SUNGARD AS:  
**A RECOGNIZED  
IT LEADER**

## SUNGARD AS: AWARDS AND RECOGNITIONS

Although we measure our success one customer at a time, we consider these industry recognitions as affirmations that our goals are on target and our portfolio is well aligned with the needs of our customers.



### **Business Continuity Institute (BCI)**

Hall of Fame Award

### **BCI Americas**

Disaster Recovery & Risk Management Service



**A leader in the Forrester Wave™ Disaster-Recovery-As-A-Service report, Q2 2019**



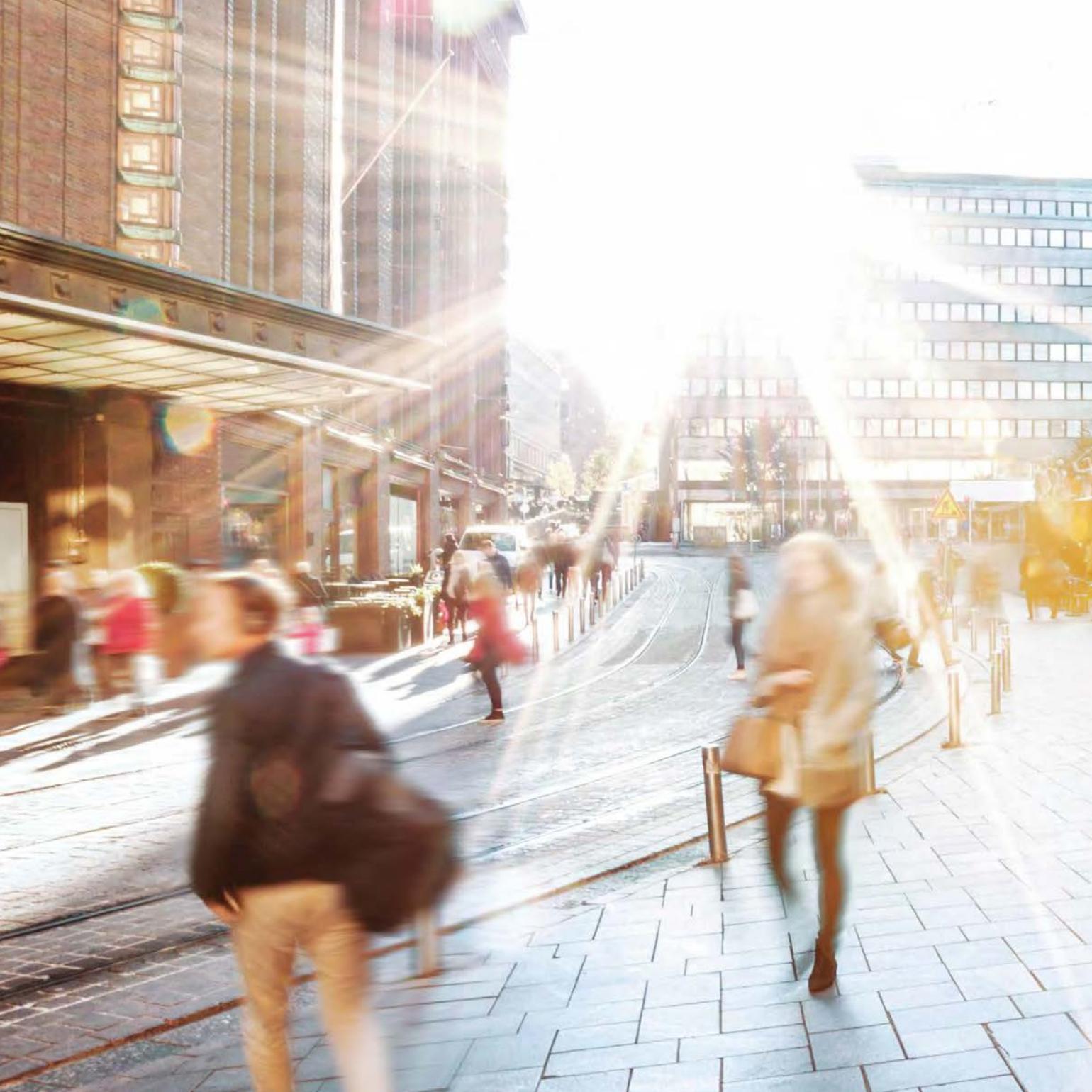
### **Bronze Stevie Award — New Product or Service of the Year — Software**

Cloud Storage and Backup Solution



### **5-Star Rating**

CRN 2018 Partner Program Guide





GO AHEAD, TRANSFORM  
YOUR BUSINESS.

**We can help you lead the charge with  
resilient and recoverable IT.**

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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.

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