

# DISASTER DECLARATION GUIDE

## Your Road to Recovery

### DISASTER RECOVERY STARTS HERE

Thank you for choosing Sungard Availability Services (Sungard AS) as your disaster recovery partner.

With 40 years in the recovery business and more than 2,500 successful recoveries, we know how stressful dealing with disaster-induced business disruptions can be. This guide should answer questions you may have, so you can be better prepared if the unexpected happens.

In it, you will learn how to contact us and prepare for your call to speed recovery time, as well as recovery expectation timelines and some tips for increasing your disaster recovery readiness in the future.

With Sungard AS as your partner, you can face unforeseen events more confidently and with greater peace of mind.



### WHO TO CONTACT

*“Where do I call?”*

If your business is impacted by a disaster that results from the loss of a covered facility, data center or its infrastructure, or you must respond to a mandatory evacuation order, please call the **Disaster Declaration and Alert Hotline** nearest you to declare a disaster.

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#### North America

866 722 1313

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#### UK

0800 777456

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#### India

000 800 4402478

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#### France

01 64 80 59 19

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#### International

+44 (0) 208 572 5451

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PREPARING FOR  
YOUR CALL

*“What do I need?”*

When you contact our Disaster Declaration and Alert Hotline, Sungard AS will need the following information to set your recovery process into motion:

- Reason or nature of the event
- Address of the impacted site
- Contract number and/or schedule ID covering your impacted location
- Configurations that will be needed, per your contract or schedule
- Name of the Sungard AS recovery facility you wish to use
- Additional services you may need

3 Steps of Declaration

*“What can I expect when I call?”*

**STEP 1**

Customer contacts the Disaster Declaration Hotline.

**STEP 2**

Sungard AS captures relevant Information (refer to *“What do I need?”* above) and calls the customer back to confirm timing, information and scope of requirements.

**STEP 3**

Once confirmed, Sungard AS starts to prepare for the customer’s recovery and ensures proper teams are engaged to deliver contracted recovery services.

## FOLLOW UP AND PREVENTION

*“How can I be better prepared?”*

### **Keep your Disaster Declaration Authorization/ Invocation List Updated**

Set a calendar reminder for every six months to update the list of contacts allowed to declare a disaster for your business. This will help avoid delays and confusion during an event.

### **Keep your Sungard AS Contract Up to Date**

Review your contract to ensure you can maintain access to the equipment and services you may need during a disaster.

### **Test your Disaster Recovery Readiness**

Periodic tests can uncover issues before they impact your ability to recover if an actual disaster occurs.

## PUT YOUR TRUST IN SUNGARD AS

With Sungard AS, you have the comfort of knowing that you are prepared for the worst with one of the best. As a leader in delivering resilient disaster recovery solutions tailored to your business requirements, you can depend on us to help you resume your most critical business operations.

Sungard AS continues to follow the evolving COVID-19 situation. The health of our employees, customers and third-party vendors are of critical importance. We appreciate your continued support during these challenging times. We are proud of our teams on-site and their unwavering commitment to supporting your needs. Please reference our COVID-19 FAQ located [here](#).

### GLOBAL HEADQUARTERS

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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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