

DISASTER RECOVERY AS A SERVICE

BECAUSE EVERY BUSINESS IS UNIQUE,
EVERY DISASTER RECOVERY PLAN
SHOULD BE TOO





EVERYDAY BUSINESS NEEDS TAILORED DISASTER RECOVERY

In today's world, businesses rely on technology to carry out a wide range of everyday activities, using a mix of IT systems, roles and resources. Each business is different and therefore every business needs its own unique disaster recovery plan.

That's why Sungard Availability Services (Sungard AS) works with you to understand your business and design an appropriate business continuity and recovery solution for every aspect of your environment.

Our methodology has been honed over 35 years, during which we have carried out 10s of thousands of recovery tests and helped more than 3,500 organizations recover their business.

With Sungard AS you know that your business continuity and recovery capability is up to date, effective and your business is guaranteed to be recovered within your agreed objectives.

WHEN EVERYDAY EMAIL IS WORTH MILLIONS



For most of us, if our email goes down it's a temporary annoyance. For the highly successful private equity firm Kelso & Company, the loss of a message or other form of data could mean the loss of a multi-million dollar deal.

Because its everyday business involves such high stakes, Kelso chose to invest in our Recover2Cloud (R2C) service, a server-based solution that delivers capabilities and recovery times unmatched by rival offerings.

R2C has cut recovery time for Microsoft Exchange from 24 hours to just four, and it also ensures compliance with new financial regulations, as it combines data recovery and data protection in a single solution.

The firm has the assurance that it can be up and running, no matter what happens.

We make the everyday happen for Kelso & Company.

**“THE VALUE IS IMMEASURABLE.
WITHOUT THIS SUPPORT, I
WOULDN'T SLEEP WELL.”**

Christopher Daniels,
IT Consultant,
Kelso & Company



PARTNERSHIP APPROACH TAKES THE PAIN OUT OF RECOVERY

In the highly competitive business processing market, HCL Insurance BPO Services lead the way, working for hundreds of well-known brands around the world.

So unavailability of critical systems even for a fraction of a second would have serious ramifications – in terms of customer service and significant financial loss through breaches of SLAs and financial regulations.

Working very closely with the company, we have implemented a Managed Recovery Program, where we take on full responsibility for the full recovery lifecycle, providing a contractual guaranteed recovery time during testing and disasters.

As a result, the company has benefited from ongoing cost savings of more than £50,000 a year and has dramatically improved recovery times by at least 50%, allowing its 90,000 professionals to carry on their everyday business in confidence.

We make the everyday happen for HCL Insurance BPO Services.

“PARTNERSHIP DOESN'T BEGIN TO DESCRIBE THE RELATIONSHIP... WE'VE WORKED PROACTIVELY AND PRODUCTIVELY TOGETHER TOWARDS A COMMON GOAL.”

Justin Harrington,
Chief Operating Officer,
HCL Insurance BPO Services

HCL

THE SHOW MUST GO ON — WITHOUT ANY DRAMA

Imagine watching a sports match or the latest must-see movie, when suddenly your TV screen goes blank. It could happen, if your cable provider couldn't recover your data following a power outage.

CSG International is the second largest cable-billing provider in the world, processing over 1 billion cable statements each year. That's a lot of data to protect and keep available. Also, multiple clients complicate the picture further.

Our team of business continuity and disaster recovery specialists worked with CSG's team to simplify and restructure the recovery process, and to implement a replication solution in a complicated environment that involves legacy and virtual systems.

CSG has a weekly meeting with us to review upcoming recovery exercises, which are critical to being prepared for an actual disaster. They also use them to test proof of concepts for new products entering production.

We make the everyday happen for CSG International.

**“WE’RE NOT NEARLY
AS WORN OUT AS WE
USED TO BE.”**

Dave Mucia,
Director of Business Continuity,
CSG International



BACK ON COURSE IN UNDER TWO MINUTES

Every day, Metro Shipping co-ordinates hundreds of time-sensitive global freight movements, processing thousands of associated documents along the way, and providing customers with up-to-the-minute visibility of shipment progress.

To make this possible, the company has developed an advanced IT system that it considers one of its greatest strengths and market differentiators.

Customers rely on this system, and in turn, Metro Shipping relies on our cloud recovery service to keep it running. We replicate their data on our critical servers in real-time with a Recovery Point Objective of less than two minutes.

Data can be restored to a specific time in the event of a virus, hardware failure or software corruption. Should their servers fail, the service acts as a live replacement.

And if their premises become unavailable, our recovery center is always ready for their staff.

So whatever happens, it's plain sailing.

We make the everyday happen for Metro Shipping.

“PROSPECTIVE CUSTOMERS OFTEN ASK US FOR DETAILS OF OUR CONTINGENCY PLANS AND I CAN SAY WITH CERTAINTY THAT WE WOULDN'T HAVE THE HOUSEHOLD NAMES WE DO NOW IF IT WASN'T FOR OUR RELATIONSHIP WITH SUNGARD AS.”

Simon George,
Senior IT Manager,
Metro Shipping



LET MANAGED RECOVERY TAKE CARE OF IT

Luckily, a series of hurricanes just missed the hospitals run by the Florida Hospital organization, but they did provide a disaster recovery wake-up call. Management found that they didn't have enough people, enough time - nightmare logistics meant they couldn't meet their recovery time objectives.

To tackle the problem, they first moved to our advanced recovery services, utilizing the asynchronous replication between their sites and our recovery data center. Then they migrated to our Managed Recovery Program. This combines essential recovery services into one fully managed program, so that they don't miss out on a single step in recovery procedure development, implementation, or execution.

Importantly, when change happens our team takes a proactive approach to incorporate it into the recovery scripts. This used to happen twice a year. It now happens weekly. So if the worst happens, we can take care of it.

We make the everyday happen for Florida Hospital.

“THE MANAGED RECOVERY PROGRAM HAS BEEN A PHENOMENAL SUCCESS.”

Robert Goodman,
Disaster Recovery Coordinator,
Florida Hospital



BUSINESS CONTINUITY IS IN OUR DNA



Business continuity at Marks & Spencer is a major task. It has 18 head offices, 41 distribution centers, 676 stores and 75,000 employees.

We've been working with them for almost a decade, utilizing our Workplace Recovery capabilities throughout the UK and Republic of Ireland, our QuickShip service for telephony continuity and network hosting services for connectivity.

A spirit of pragmatism drives the retailer's business continuity management program, resulting in practical, action-driven, business area-specific plans. Each one is thoroughly tested twice a year, and a business continuity culture has been adopted throughout the organization. Recognizing that its employees may well be on the front line in an emergency – M&S places great emphasis on ensuring they know what to do in a crisis to keep themselves and those around them safe.

These are values we share with Marks & Spencer and its 21 million weekly customers.

We make the everyday happen for Marks & Spencer.

“OUR TWO COMPANIES SHARE SOME OF THE SAME DNA WHEN IT COMES TO OUR PRINCIPLES OF CUSTOMER SERVICE, VALUE, INNOVATION AND TRUST.”

John Frost,
Head of Business Continuity,
Marks & Spencer

MARKS &
SPENCER

LIVES DEPEND ON LIFESHARE & LIFESHARE DEPENDS ON US

Millions of people rely on LifeShare Blood Centers, which supplies vital blood products to hospitals and other medical facilities in America, and in the case of rare blood types, around the world.

As a nonprofit, budgets are tight and its IT team has limited time and resources to manage its seven sites. When they approached us, they were aware of their system's vulnerability, citing a lightning strike that left them offline for four days.

Following a series of fact-finding meetings, and working closely with LifeShare staff, we implemented Recover2Cloud to protect critical applications and vital data on everything from donors and inventory to payroll. A mirror copy is replicated at our northeast data center and the solution is tested annually.

Now that disaster recovery is taken care of, LifeShare can concentrate on their lifesaving work.

We make the everyday happen for LifeShare Blood Centers.

“SUNGARD AS AND ITS SUPPORT STAFF FREE US UP TO KEEP DOING THE THINGS WE MUST DO.”

Ric Jones,
Chief Information Officer,
LifeShare Blood Centers



A FAST RECOVERY THAT KEPT CUSTOMERS WARM



A telephone fault meant Centrica's most vulnerable customers were unable to get through to its British Gas call center to top up their meters during the coldest time of the year.

The business acted quickly and invoked its recovery contract with us. Well-rehearsed plans and efficient action saw 200 call center agents quickly relocate to our recovery center, where comms links, computers and headsets were all ready and waiting for them. They stayed for two days and we ran a dual service for a further three days.

Just three months later, the fault reappeared and the team returned. This time over 375 agents relocated for over five days. As we always seek to learn from each test or actual operation, the second invocation was even smoother than the first.

Over 250,000 calls were handled, making sure customers weren't left out in the cold.

We make the everyday happen for Centrica.

“CALL ANSWERING TIMES WERE EXACTLY THE SAME AS USUAL AND CUSTOMERS WERE UNAWARE THAT WE HAD SUFFERED A DISRUPTION.”

Murdo Runciman,
Business Continuity Manager,
Centrica

centrica

JUST WHAT'S NEEDED, TODAY AND TOMORROW



Construction material provider NEBCO did have a disaster recovery process in place, but it was rudimentary and they soon realized it wouldn't meet their future needs. A more comprehensive plan was required.

Our managed services, disaster recovery services and managed recovery program combined with hosting is the ideal fit for NEBCO, as we tailor them to the company's exact needs.

We have assumed full accountability for recovery management, assigning a dedicated service delivery manager to act as an extension of the company's team. The manager knows the recovery program in expert detail, including workflow, timeline and communication procedures.

NEBCO now has a protected, reliable, hosted production and test environment, as well as a comprehensive, tested, and proven disaster recovery plan. More importantly, NEBCO is well positioned for future growth, because we will be able to host whatever hardware NEBCO requires.

We make the everyday happen for NEBCO.

“SUNGARD AS PUT TOGETHER
A CUSTOMIZED PACKAGE
TO MEET OUR EXACT NEEDS.”

Shawn Paskevic,
CIO,
NEBCO



WHY IT PAYS TO OUTSOURCE DISASTER RECOVERY

With the need to make its disaster recovery arrangements more robust, Southern Housing Group faced a dilemma. Should it build its own data center or choose an outsourced solution?

The answer came in the form of our Recover2Cloud service, which is typically 50% less expensive than a physical server replication solution. With this service, data is replicated from selected production servers to a secure cloud infrastructure in one of our highly resilient cloud disaster recovery centers. All aspects of replication, failover and recovery are monitored and managed by us and backed by a cast iron SLA.

It's great reassurance for a company that relies heavily on several IT systems to provide vital services to over 66,000 people every day.

We make the everyday happen for Southern Housing.

**“WE AVOIDED THE CAPITAL
EXPENDITURE OF APPROXIMATELY
£1¼ MILLION.”**

Robert Wood,
Head of IT Operations,
Southern Housing Group



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About Sungard Availability Services

Sungard Availability Services ("Sungard AS") 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 deliver tailored solutions to help them achieve their desired business outcomes.

To learn more, visit www.sungardas.com or call 1-888-270-3657

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IT FOR BUSINESS THAT NEVER STOPSSM