

SUNGARD AVAILABILITY SERVICES

For business that never stops.



SUNGARD
**AVAILABILITY
SERVICES**[®]



Sungard Availability Services partners with you to understand your unique business needs and provide production and recovery services tailored to help you achieve your business outcomes.

We apply our deep expertise and experience in disaster recovery to design, build and run production environments that are more resilient and available.

We will work alongside you to customize the right environments to meet your needs quickly, flexibly, and cost-effectively.

“

Sungard AS has shown itself to be a flexible, responsive and agile partner who understands on a very detailed level exactly what we need—they understand our business. Sungard AS stood up and said, ‘We can handle that’.”

Jeff McVay
Vice President of IT Infrastructure and Operations
Norwegian Cruise Line (NCL)



Digital disrupts.

Innovation has given us incredible things. Devices that predict our needs. Phones we can talk to. Cars that drive themselves. Apps that can save your life.

But digital advances in the consumer world are constantly disrupting corporate IT strategy. Creating this agility and responsiveness, while remaining resilient and protected, is far from easy. How can you combat the ever-changing expectations of your customers, and the constant pressure from your competitors?

There is no right way. Just the right way for you. Sungard AS can help you deliver an agile, interoperable and resilient IT environment that works.

“

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 site. So having Sungard AS as our partner gives me peace of mind.”

Kyran O'Kelly
General Manager
FUJIFILM

FUJIFILM



Change is constant — and control is vital.

Just when you think everything's under control, something happens. An internal reorganization, a shift of market focus, a regulatory update, a variation in buyer behavior, or a new competitive threat.

Such diversity creates complexity.

And although we don't like to admit it — IT landscapes are often filled with unknowns and unexpected surprises behind every cable and inside every rack. Your current data center is a distributed hybrid of technologies, applications, services and processes — some new, some certainly not.

Getting the right mix is increasingly difficult and always a moving target.

- Which workloads are critical, which could be switched off?
- What should you outsource, what can you keep in-house?

Such challenges are becoming harder to manage and more costly to cope with — for what you have today and what you may need tomorrow.

“

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. I'm confident that if there is ever a problem, Sungard AS will work with me to sort it out. I view it as a genuine partnership.”

Simon George
Senior IT Manager
Metro Shipping



Enabling the value of Hybrid IT.

Technology is shifting at unimaginable pace. Driven by an expanding mass of information from social media, mobile devices and cloud. Businesses accept that change is the norm. And only those that adapt will survive.

Consequently, IT's role has transformed. You're being pulled in all directions, and told that each is equally important. Your organization looks to you to keep the lights on, while also delivering forward-thinking innovation that responds to new revenue opportunities.

You need to ensure your IT enables the business to deliver for your customers — while maintaining resilient run and recovery environments.

Sungard AS helps you get there, by enabling you to:

- Master your complex IT environment
- Build resiliency into production and recovery
- Adapt and deliver

“

My job isn't to run a team that runs data centers, it's to provide innovation that supports the airline, engineering business and the tour operating division—and that's what Sungard AS frees me to do.”

Chris Dare
Group Information Services Director
Monarch Group

 **Monarch**
Group



Simplifying your IT environment.

Corporate IT is complex. Managing sprawling hardware, software, services and applications simultaneously presents unique challenges, made harder still in an ever-changing environment.

While IT **budget** remains flat, IT **spend** is rising as other departments buy apps independently. With such broad uptake, the CIO must decide how best to demonstrate **IT leadership across the business**, operationally, technically and economically.

Sungard AS can help you **streamline and strengthen your environment** so you can achieve **your business outcomes** faster and more easily. As your **long-term technology partner**, we'll work hand-in-hand to create a commercially and operationally viable strategy designed for your unique needs, and allocate the right resources to get there in the most efficient way.

“

We are now very much leading the way amongst our peers by adopting an outsourced and multi-location approach to data center operations and information availability. Knowing that our data is in safe hands has allowed us to focus our resources on other projects, which provide better systems for our staff and students.”

Adrian Ellison
Assistant Director in IT Services
The London School of Economics and Political Science (LSE)



Resiliency in run and recovery.

Whatever IT systems you're supporting, it's crucial to keep them secure and available — especially those used for critical workloads. Success depends on putting solutions with the right resiliency in place, for both production and recovery.

Sungard AS keeps your business-critical apps up and running. Our uniquely integrated **production and recovery** IT solutions, ensure you're always prepared for disruptions and can minimize their impact.

With extensive global experience deploying industry-leading Disaster Recovery across a broad range of sectors, your systems and data will stay **secure and fully compliant**. We'll work with you to understand your business, then design **production and recovery** portfolios for every aspect of it.

“

It's fair to say the infrastructure Sungard AS supports is the beating heart of our business. Without it, everything stops. If the website goes down, the business goes down.”

Anne Bracken
IT Manager
The Gift Voucher Shop

One4all[®]



Embrace digital disruption with confidence.

Businesses embracing digital innovation will reap the rewards. But what are the implications for infrastructure, security and continuity?

Platforms must be agile, but how do you **balance** this with keeping core systems **efficient and safe**?
Which workloads should go where?

Sungard AS will **work with your existing systems** and develop tailored solutions with the **right blend** of customization and efficiency. We'll **design and deploy them quickly**, and to suit your budget, timelines and circumstances.

Whatever challenge you're facing, we've worked with others who have been in a similar position. And we're ready to apply what we've learned to help you.

“

When you face a specific challenge like a PCI audit, you need someone like Sungard AS on your side. Their expertise was invaluable in evaluating the robustness of our infrastructure, data center processes and procedures, access controls and so on. It was reassuring that Sungard AS had clearly been through the process many times before.”

Chris Stewart
Principle Security Officer
Export Technologies



Business and IT are indivisible.

We've discussed how the constant need to keep pace in today's world has caused escalating complexity — with the expanding hybrid of systems, software platforms and processes you need to manage and use.

The expectation is to be flexible and agile, while resilient, protected and always on.

So, how does your long-term IT strategy look?
Can it cope with the triggers driving business change?

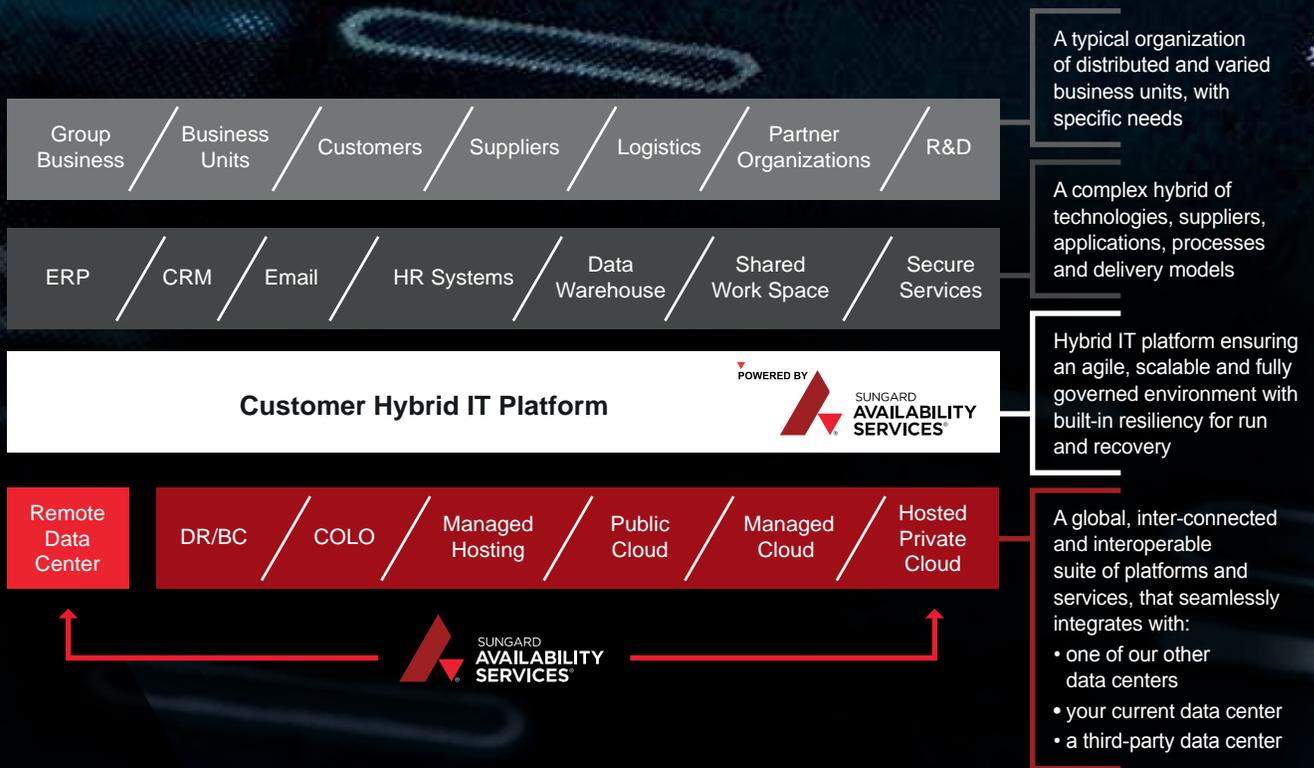
“

Sungard AS was able to put together a customized package that was exactly what we needed. They gave us top-notch disaster recovery, and a package that met our needs for hosting. What really sold us was the way they were willing to tailor the managed services to exactly what we needed.”

Shawn Paskevic
CIO
NEBCO



We deliver a customized, hybrid IT platform — connecting everything together to make your IT seamless, dynamic and adaptable to your digital business. It's fully available, all of the time.



How we enable your business.

**Sungard AS makes IT simple.
There is no 'right approach' — just the right approach for you.**

**Our unique skills, experience and heritage set us apart.
We consider your organization first, then design our
solution based on some key questions:**

- How does it function?
- Who does it serve?
- What's expected of the teams we've been engaged to support?

**We invest heavily in our infrastructure and technologies;
but it's our people that bring our solutions to life.**

“

DecisionQuest is retained by major corporations and leading law firms because we are creative, experienced, responsive and fast. That's why we chose Sungard AS—we knew they would be the same for us.”

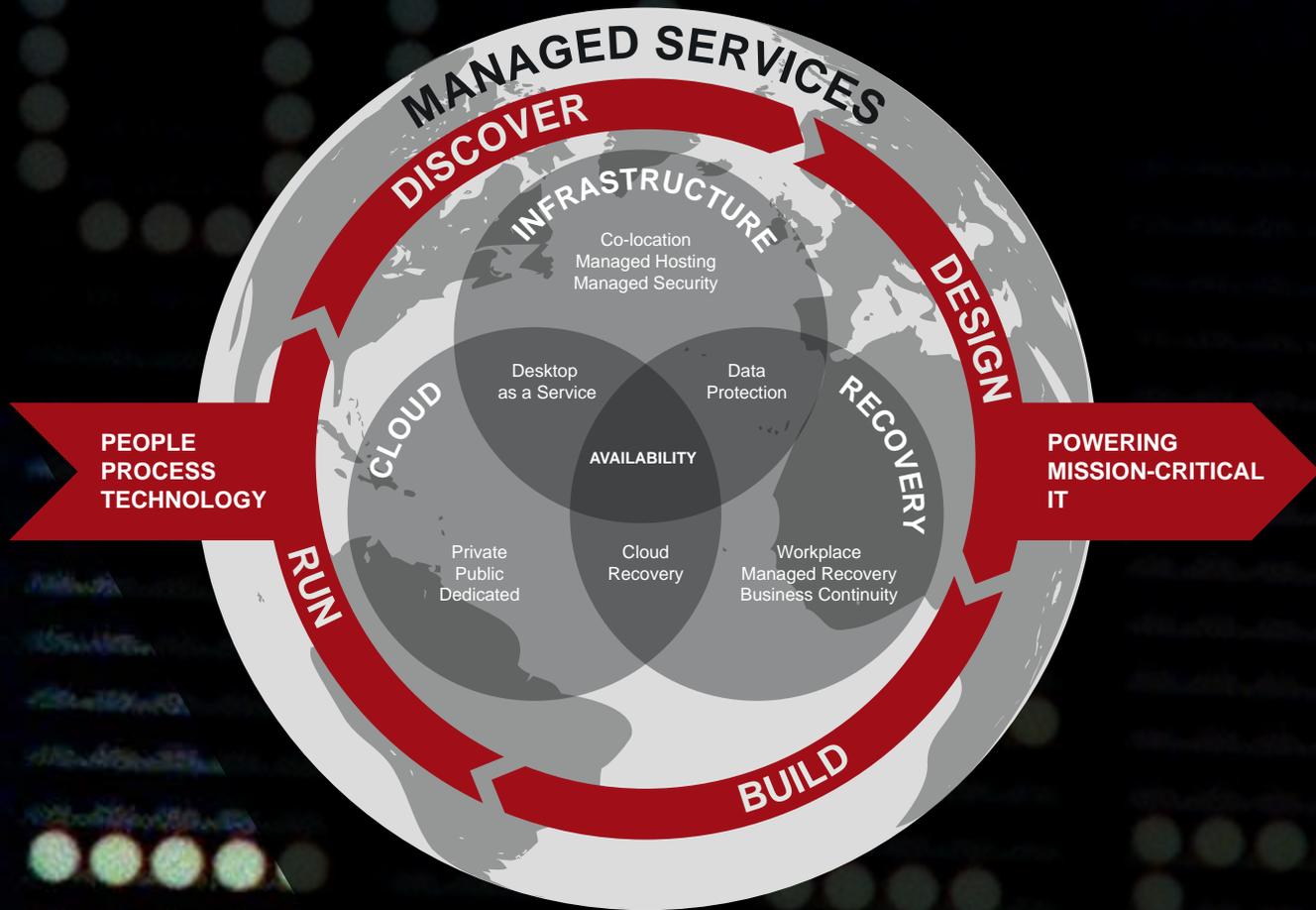
Nicole Khoshnoud
Director of IT,
DecisionQuest



DECISIONQUEST®



Enabling an efficient Hybrid IT model.



Discover	Design	Build	Run
<ul style="list-style-type: none"> • Current state assessment • Business outcome-based analysis • Agree customer objectives and goals 	<ul style="list-style-type: none"> • Requirements and architecture alignment • Solution design from hybrid services offerings • Transition planning • Agree plan, costs, business case and metrics 	<ul style="list-style-type: none"> • Transformation management • Systems/OS/ application support • Service integration and data migration 	<ul style="list-style-type: none"> • Service assurance • Capacity management • Management information tool • Continuous improvement

Unrivaled heritage. Unquestionable trust.

It means our promise is the only one our customers need. Over 35 years of industry leadership in running and recovering complex IT systems worldwide.

Today we manage rich blends of diverse IT services on custom Hybrid IT technology platforms. Whether it's 20 years old or bleeding edge, we've already supported a customer with that scenario.

It's because Sungard AS provides an approach that's as personal as your business requirements — helping combat the wide range of challenges your company throws at you, from legacy to cloud and resiliency to continuity of your people. We help you to adapt and deliver the business outcomes that are right for you.

“

Essentially, what Sungard AS provides allows us to run our business operationally with everything we need. 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



What our customers say.

“

Outstanding, Customer focused, Smart, Prepared... are just some of the phrases that typically start a discussion about Sungard AS. Your entire company has demonstrated a true partnership.”

Richard Jacowleff
CEO,
iconectiv

iconectiv™

“

I'm always impressed with the calibre of Sungard AS staff. They understand the criticality of delivering a good service under often difficult circumstances.”

Jude Hull-Flower
Service Manager
Financial Times

FT
FINANCIAL
TIMES

“

The ability of Sungard AS to manage our complex environment has made this a powerful partnership. It committed to a timeline for standing up our infrastructure that was extremely aggressive. The migration was a complicated and stressful project, but it was handled with quality, speed, and efficiency. Overall, it was an excellent, outstanding project.”

Scott Burgess
VP Operations,
Jonas Fitness

◆◆◆ JONAS™
FITNESS

Partnering with Sungard AS

Sungard Availability Services is the 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 provide production and recovery services tailored to help them achieve their desired business outcomes. Leveraging 35 years of experience, Sungard AS designs, builds and runs critical IT services that help customers manage complex IT, adapt quickly and build resiliency and availability.

For more information please visit our website at:

www.sungardas.com/solutions

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About Sungard Availability Services

Sungard Availability Services 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 provide production and recovery services tailored 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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