



Who's in control, you or your IT?

SunGard Availability Services' Managed Services put you firmly back in control of your IT. We take away the vital but mundane daily chores, freeing your IT team to focus on projects that add real value to the business.

We will host your systems in one of our secure, highly resilient data centres, but leave you in full command of the applications that drive your operation. This means you benefit from best of breed technology with round the clock monitoring and support by highly skilled IT professionals. You're in charge so you specify the availability levels and recovery times your business demands. That way you only pay for the protection you need.

You get an improved service, security, and peace of mind. You get value for money and an experience spanning nearly four decades on tap. You get everything, in fact, except the headaches.

"Today's managed services should allow the client to retain **control** of those aspects of the technology stack perceived as important to its **core business**."

BroadGroup, Managed Services Europe, April '06

SunGard Availability Services

SunGard Availability Services keeps people and information connected, preventing business interruption. As pioneers of Information Availability since 1978, our experience across all business sectors, environments and platforms is unrivalled. With a wide range of secure, scalable solutions only SunGard has the breadth of resources and expertise to keep your organisation's people, IT infrastructure and data available no matter what.

Consulting

We help you get risks under control, thereby safeguarding your profits, operations, customers and reputation by leveraging our industry-acknowledged operational risk management expertise. From business continuity management to the full lifecycle of technological solutions, we deliver results unique to your business because our start point is always your business needs.

Recovery Services

Interruptions to business are difficult to predict, but SunGard customers know that when disaster strikes, they are always ready. With the widest range of effective solutions SunGard ensures that any business impact is minimised, returning you quickly back to business as usual.

Managed Services

SunGard's Managed Services give you the IT resources and skills you need to ensure availability, reliability, security and cost efficiency. Yet we leave you in full control of the systems, applications and data that drive your business forward.

BCM Software

Our market-leading suite of BCM Software allows you to develop a world-class BCM regime, to manage your preparedness, and any business interruptions you experience. It ensures your staff and customers are fully informed, and that the right people and resources are deployed at the right time.

Information Availability you can trust

SunGard Availability Services understands how vital Information Availability is to protecting key operations, servicing customers, preserving reputation, maintaining profitability and engendering stakeholder confidence. Over 10,000 customers trust us to keep their people and information connected. Trust us to do the same for you.



SUNGARD
Availability Services

Keeping People
and Information
Connected.



Managed Services

Keeping people and information connected



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SUNGARD
Availability Services



“SunGard is the only complete solution provider.”

The Forrester Wave™: Disaster Recovery Service Providers, Q1 2006, Forrester Research Inc. March 24, 2006

Does IT drive your business forward or hold it back?

Are you frustrated by the constraints IT puts on your business?

Does the thought of losing a critical business application keep you awake at night?

And how vulnerable are you to security breaches?

Infrastructure issues, system limitations and lack of specialist expertise can mean the IT service you deliver to the business is best described as patchy.

Perhaps you've thought about outsourcing but don't want to relinquish control. Yet, increasingly, you find that your expensive IT staff are forced to spend valuable time firefighting or carrying out routine housekeeping tasks.

Surely there must be a better way.

Why choose Managed Services from SunGard?

Because they give you:

- Time** – We take complete responsibility for day-to-day management of your IT enterprise, liberating you to focus on your core business*.
- Flexibility** – You choose the availability levels and recovery times of your IT systems to match your business needs.
- Security** – We strengthen and protect you from increasingly complex threats, both physical and virtual. Our managed firewall service foils attacks through constant testing and monitoring.
- Scalability** – You gain competitive advantage by sharing a resource that can be scaled up, or down, as your business changes.
- Consistency** – Our years of experience and project management expertise ensure your IT function runs just as it should, with no surprises.

- Compliance** – Better documentation and change control procedures to comply with statutory obligations.
- Reduced costs** – On premises, infrastructure and other overheads**.
- Space savings** – Relieving pressure on office accommodation.
- Greater data control** – Through unified server management.

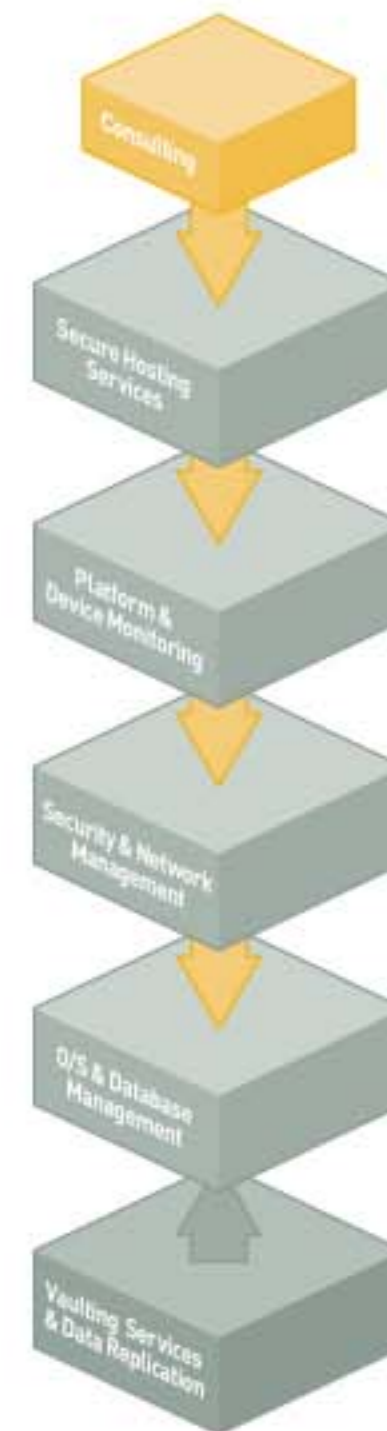
Source: IDC Outsourcing Business Continuity Needs: Ensuring Information Availability While Ensuring ROI, June 2003

* Improved utilisation of IT/network staff in supporting more employees by nearly 37%

** Lowered IT capital expenditures by more than 20%.

Managed Services at a glance

- Secure Hosting Services** – Provided within highly resilient data centre space as either rack space or caged area with redundant power supplies. All of which is supported with help desk services and intelligent hands.
- Platform & Device Monitoring** – Monitoring and portal reporting services by device, platform, application, database or website.
- Security & Network Management** – Providing firewall management as well as intrusion detection and penetration testing services coupled with internet and network access.
- OS & Database Management** – Managing equipment, operating systems, and databases as well as providing load balancing solutions.
- Vaulting Services & Data Replication** – Automated off site backup, archive and retrieval of data as well as mirroring solutions.



control

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