



SunGard's continuum of services

helps you achieve true Information

Availability – uninterrupted access to

mission-critical data and systems.

SunGard Availability Services offers a comprehensive portfolio of services to meet even the most demanding Information Availability requirements. By working with SunGard Availability Services, you benefit from:

- **Complete, customized solutions.**

SunGard isn't focused on just one aspect of Information Availability. We have solutions for keeping people, processes and infrastructure connected. And, we work with you to identify and implement the right approach for your environment.

- **Industry-leading infrastructure and intellectual capital.**

No other company can match SunGard's depth or breadth of experience in Information Availability. For more than 25 years, we have worked with multiple organizations to help ensure the continuity of their businesses. And, with over 65 facilities, we have one of the largest recovery infrastructures in the world.

- **Vendor neutrality.**

Hardware and software providers sell their latest "solution" for Information Availability. At SunGard, however, we aren't tied to any particular manufacturer. Rather, we work with all vendors to craft customer-focused solutions based on best-in-class components.

- **The ability to focus on your core business.**

By turning to SunGard to manage key components of your Information Availability strategy, you free your own resources to focus on initiatives that support your core business. SunGard delivers reliable, flexible and cost-effective alternatives to managing Information Availability entirely in-house.

With our deep experience and robust, redundant infrastructure, SunGard Availability Services is uniquely positioned to help you assess and address your Information Availability needs.

Service Specifications

SunGard Availability Services offers three main solution sets:

■ Managed IT Services

SunGard's Managed IT Services include hosting, network, availability, security and monitoring and management services, enabling you to:

- Leverage our investments in ironclad hosting centers for the ultimate in security, reliability and value
- Deliver up to 99.99% uptime for mission-critical applications
- Maintain control of your systems or share responsibilities with SunGard professionals

■ Professional Services

SunGard's Professional Services include risk assessments, information security program development, infrastructure engineering, technical support and disaster recovery planning, empowering you to:

- Develop or improve your Information Availability program
- Analyze your needs for availability and continuity, including tolerance for risk
- Access technical support for your production and/or your recovery environment

■ Business Continuity Services

SunGard's Business Continuity Services include End-User, Network and Systems Recovery Services, allowing you to:

- Rapidly and reliably recover systems and data
- Utilize the SunGard Global Network, our privately-managed network for testing and recovery
- Create a customized solution with the right strategy and tactics for your organization

About SunGard Availability Services

SunGard Availability Services is the leading provider of Information Availability solutions helping to ensure uninterrupted access to mission-critical data and systems. We enable more than 10,000 clients worldwide to keep people and information connected through customized enterprise-wide solutions that support people, processes and infrastructure.

We provide a complete portfolio of Information Availability solutions using over 3 million square feet of secure, redundant facilities supported by a 25,000 mile global network, more than 25 years of experience and 2,500 expert resources in managed IT, professional and business continuity services. SunGard is known for helping customers get back in business quickly after an unplanned event. We're also the best qualified to help ensure that businesses never go down in the first place.



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