

SunGard Availability Services Launches AdvancedRecovery

Monday, 06 November 2006

Last Updated Friday, 01 December 2006

SunGard Availability Services today announced its AdvancedRecovery services, which offer a new approach to achieving higher levels of information availability.

Wayne, PA - November 6, 2006— SunGard Availability Services today announced its AdvancedRecoverySM services, which offer a new approach to achieving higher levels of information availability. These services take disaster recovery to the next level, helping provide greater precision in recovery timeframes, locations and data points.

“IDC research shows organizations are looking to decrease total information technology (IT) downtime by more than 50 percent over a four-year period ending in 2007. Our research also shows that companies will be spending more on outsourcing these functions,” said David Tapper, program director, Outsourcing, Utility and Offshore Services at IDC. “Reducing business risk to maintain the highest regulatory compliance standards is also a top priority. With AdvancedRecovery, SunGard is at the vanguard in addressing these growing end-user needs.”*

SunGard AdvancedRecovery solutions offer a range of services that help ensure increased availability—while minimizing cost and downtime—by providing the essential elements needed to recover operations quickly after a disaster or business disruption. Services include the technology and support needed to recover quickly or fail-over for “always-on” operations. SunGard’s AdvancedRecovery service portfolio includes the infrastructure, network, secure data storage and power required and a safe, offsite workplace, including mobile facilities, where employees can connect to the information to continue running the business after a disaster. By providing the combination of secure replicated or vaulted data storage and the recovery capabilities available across more than 30 computing platforms, AdvancedRecovery solutions are an effective alternative to companies having to build and maintain redundant facilities. This approach helps enable customers to have a precise match with nearly any type of computing systems they use—now and in the future.

Most AdvancedRecovery solutions come with built-in access to SunGard’s Web-based customer portal, MySunGard.com, so organizations can securely monitor their AdvancedRecovery environment during both regular production and disaster situations.

“SunGard AdvancedRecovery takes companies beyond the “always ready” capabilities of standard disaster recovery towards “always on” services that help ensure information availability,” said John Lindeman, vice president, advanced recovery product management at SunGard Availability Services. “It establishes a new standard in moving towards systems and networks that are always on, for applications and data that are always available and for end-users that are always connected.”

AdvancedRecovery services leverage the enterprise-class IT infrastructure of SunGard which includes a robust, protocol-independent network, hardened facilities and redundant power systems. This means customers do not need to invest, build and maintain a redundant data center but they also maintain full control and management of their IT environment. AdvancedRecovery services have six options—all available now:

AdvancedRecovery with Server Replication, provides users of Microsoft® Exchange, BlackBerry® and SQL Database servers a safe, off-site place to store and manage new, revised and deleted data. During a disaster, companies utilize a failover recovery that optimizes the recovery time and point objectives they previously set. Employees at an end-user recovery center can access data from secure servers at a SunGard facility and continue with normal business operations. After the customer location is back up and running, newly created data can then be failed-back, reducing the risk of critical data being lost during a disaster.

AdvancedRecovery with Storage Replication, provides companies with multiple server platforms and a safe, off-site place to store and manage new, revised and deleted data. System availability is improved by mirroring critical data to a remote SunGard data center. If the data is needed for recovery, a storage system with the mirrored data can be connected quickly to SunGard processors, helping enable fast resumption by employees located at an end-user recovery center. This service is designed for companies that need to meet stringent regulatory requirements or have significant transactional business records.

AdvancedRecovery with Vaulting, provides continuous automated backup to a secure SunGard data center, cutting back on the need to rely solely on tape for backup and recovery. It is designed for less-than-critical data that still needs to be accessible during a recovery. The service is faster than tape recovery while also providing a safe, off-site location for organizations to utilize their data in the event their facilities are unavailable. During an unplanned event, data is available to customer personnel working at a SunGard recovery center.

AdvancedRecovery with iSeries Replication, enables the recovery of AS/400, iSeries and i5 servers. A SunGard-housed iSeries server is utilized as a data replication repository, allowing the replication of data to a safe offsite location so customers do not need to invest in additional equipment. During an unplanned event, data is available to customer personnel working at a SunGard recovery center.

AdvancedRecovery with Network Recovery, helps businesses meet challenges of achieving "always-on" connectivity for their network, website, and IP connections. The foundation of these solutions is the SunGard Global Network, which is a protocol-independent, disaster-proven network designed to meet needs for a fast and reliable recovery.

AdvancedRecovery with Standby Operating System Imaging, helps speed up the recovery process by storing pre-configured and updated operating system images at a safe, offsite location.

About SunGard Availability Services

SunGard Availability Services is the pioneer and leading provider of information availability services, helping to ensure that more than 10,000 customers in North America and Europe have access to their business-critical information systems. With over 3 million square feet of hardened facilities, SunGard offers a complete range of information availability services for more than 30 technology platforms, from 48-hour disaster recovery hotsites to always-on, high-availability infrastructure, and electronic vaulting services. SunGard also provides technology and systems management services for application and data center outsourcing, as well as business continuity consulting services and planning software. For more information about SunGard Availability Services, visit www.availability.sungard.com or call 1-800-523-4970.