



SUNGARD

BUSINESS CONTINUITY/ DISASTER RECOVERY CONSULTING

SunGard Business Continuity Disaster Recovery (BC/DR) Consulting provides organizations with customized solutions that mitigate risk, drive organizational readiness and develop long term and continually improving programs.

Business risk calls for improving business continuity/disaster recovery capabilities

Businesses have always depended on people, facilities, technologies, and partners to enable their success. Leaner business models, heavier reliance on information, partner networks, and more responsibilities focused on fewer people are increasing the criticality of these dependencies. Their loss can have a prohibitively negative impact on productivity, sales, customers, and organizational reputation.

Business objectives can be particularly dependent on information availability. In a 2009 survey of 497 leaders, 89% reported their tolerance of unplanned outages grew shorter during the past two years. Meanwhile, over the past year nearly 40% experienced an unplanned outage — and 27% reported their last outage exceeded 12 hours¹.

These continued pressures are causing companies to reassess their BC/DR capabilities. Many are looking beyond just technologies and addressing the full scope of business continuity — developing alternatives for key operations, cross-training employees, and testing to ensure that the business can continue critical operations when necessary. Furthermore, they are focusing on prevention, tackling frequent causes of downtime such as software failures and human error, rather than just taking reactive measures.

Benefits of SunGard Availability Services BC/DR Consulting

Organizations are asking themselves: What are the risks to the business if information is not available? What is the best way to protect our assets? What can we do to prevent a critical resource from becoming unavailable? And, can we minimize the impact of that unavailability? These questions are prompting many to seek assistance in designing solutions to prevent outages, achieve shorter recovery times in the case of an outage, and get the most out of their investment in the shortest time possible.

We take an approach that addresses common critical weaknesses in traditional BC/DR programs — isolation from the business, a reactive posture, over-emphasis on technology, and lack of a long-term strategic program.

SunGard's **Assess, Design, Build** and **Maintain** methodology takes a phased, holistic approach to the problem of information availability by:

- Focusing on preventive and reactive measures.
- Bridging the gap between the business and IT, forging a partnership that ensures the best tradeoff between risk and cost.
- Improving effectiveness by addressing multiple components of risk, technology, process, and people.
- Delivering more than a plan, instead delivering a program that includes risk mitigation, training, and repeated testing to help ensure that recovery objectives are achievable.

Availability Services Consulting

■ Comprehensive solutions

- Business Continuity and Disaster Recovery
- Data Center and IT efficiency
- Storage Optimization
- Information Security

■ Extensive expertise serving thousands of customers across multiple industries

■ Customized engagements designed to address customers' specific business requirements, identify opportunities, and recommend solutions.

■ Dependable on-time and on-budget delivery

Assess: The first step to business continuity program development

While you may not be able to prevent a disaster from occurring, anticipating and planning for common threats can help mitigate the potential impact. Based on SunGard's tracking of declarations since 1999², 68% of all disasters have their root causes in hardware failures, severe weather or power failures. Each of these threats has sufficient frequency that continuity plans need to consider at least these common scenarios and include plans to mitigate the impact. The **Assess Phase** of SunGard's methodology looks at an organization's processes, partners, people and technologies in order to determine the threats, impacts and current capabilities, analyze strengths and vulnerabilities, and identify prioritized needs. The results of this phase answers questions businesses are most likely to ask: How will an outage impact my business? What are my most critical assets — and their dependencies? How much should we spend on protection? SunGard considers risks, likelihood, and impacts in order to develop recovery objectives tailored to business needs and determine the right tradeoffs among cost, risk, compliance, and competitive factors.

Design: Developing the holistic solution

The **Design Phase** focuses on developing balanced solutions to meet agreed-upon recovery objectives while looking not only at reactive measures, but also at preventive controls. A benchmarking survey of 847 program managers³ identified power outages (88%) and hardware problems (49%) as the most frequent causes for activating business continuity plans, clearly underscoring the value of preventive measures. According to Gartner, "because people and process failures cause approximately 80% of mission-critical downtime, companies must make investments in process maturity in the software development life cycle (SDLC), the procurement process for software not developed internally, and ongoing operational processes, such as incident, problem, change, release and configuration management"⁴. SunGard develops strategies that encompass processes, partners, and technology solutions, while centering on the work force even when facilities are down or employees are unavailable, as in a pandemic situation. Solutions include developing process work-arounds, leveraging partnerships, and addressing customer needs — while taking advantage of technology recovery solutions such as server replication, virtualization, and data replication. The ability to continue serving customers during an outage can make the difference between losing accounts and reinforcing customer loyalty.

Build: Developing continuity plans that provide the foundation for organizational response

Traditional plans often have weaknesses that can reduce their effectiveness when they are most needed. Plans developed with a concomitant level of organizational readiness are more likely to fail their recovery objectives — with potentially serious business consequences. SunGard's **Build Phase** ensures that plans are developed that are flexible and useful, enabling the business to achieve its recovery objectives in practice, not simply on paper. Our focus is on developing a holistic response combining crisis management, business continuity and technology recovery — with an emphasis on developing organizational readiness through awareness, training and ensuring there is a long-term sustainable program to maintain the capabilities developed. Without measures to ensure usability and long-term effectiveness, companies risk watching their investment slip away. For example: A SunGard risk assessment for a health care provider showed that over 60% of its employees were unaware of a plan that had been in place for 10 years.

847 program managers surveyed

Most frequent cause for activating business continuity plans are:

88% Power Outages
49% Hardware Problems

People and process failures account for **80%** of Downtime

Maintain: Sustaining and continually improving organizational readiness

The **Maintain Phase** does more than ensure plans remain up to date. It develops long-term, sustainable solutions that are continually driven to higher levels of capability. Managing change, adapting to new threats, impacts or opportunities, and continually improving the organization's readiness stance through changes in technologies, process improvements, and ongoing training and awareness are key components of SunGard's Maintain services.

Program implementation and management

SunGard’s Program Implementation and Management services provide a solid foundation upon which an organization can implement a long-term, sustainable BC/DR Program. We help customers to develop a holistic, strategic plan and implement the program foundation, measurements, drivers and actions that enable short-term achievement and long-term continuous value. Benefits include:

- **Long-term strategic BC/DR plan**
A roadmap outlines long-term strategic objectives that drive the implementation and improvement of organizational capabilities required to support the business objectives and customer relationships.
- **Increasing return on investment (ROI)**
SunGard helps organizations to rapidly achieve a high state of readiness that enables them to get the most out of the time and money invested in business continuity.
- **Continuous improvement**
Developing performance standards, measuring progress over time, and implementing periodic maintenance, testing, and awareness communications help create a foundation for continuous improvement. SunGard helps customers leverage capabilities, such as those offered by our Continuity Management Solution software, to facilitate maintaining and improving response plans across the enterprise.

CASE IN POINT

Lowering costs, mitigating risks

Situation: A national health care provider wanted a BC/DR plan matching the rigor of its medical quality benchmarking program. The hospital chain with dozens of facilities throughout the U.S. needed an effective program that fit within tight budget constraints.

Solution: SunGard developed the overall Business Continuity Management program, including a strategic plan, organizational model, personnel requirements, standards, and metrics as a foundation for the organization’s long-term program. A Business Impact Analysis then assessed critical systems to identify dependencies and recovery objectives, while developing a strategy to address the most likely risk scenarios, without duplicating every network component.

Result: The plan provided significant cost savings by using fewer data centers and a smaller pool of equipment to recover the chain’s variety of servers. SunGard now provides Recovery Services in its network of data centers with frequent testing to confirm the hospital’s ability to achieve its recovery objectives.

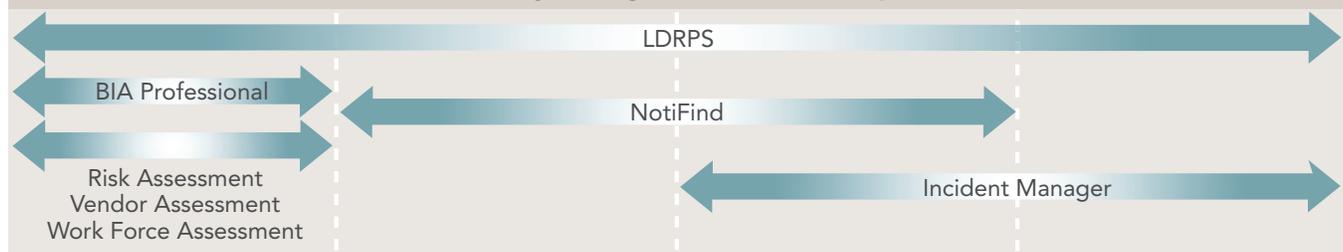
SunGard’s Business Continuity Management Lifecycle

Programmatic solutions focused on quickly mitigating risk in business-critical areas spanning technology, business continuity and crisis management



Program Implementation & Management

Business Continuity Management Software Implementation



CASE IN POINT

More than simply disaster recovery

Situation: A financial services provider with 50 branches sought to improve its business continuity and disaster recovery readiness for regulatory compliance. Although the company had a technology recovery plan, it needed a business continuity plan to serve customers when systems were down. For compliance, it also needed to address pandemic threats.

Solution: SunGard developed a proposal tailored to meet the company's priority needs, while controlling costs. A Business Impact Analysis identified mission-critical operations, and a Business Continuity Plan helped ensure 24/7 reliability for the company's online banking services. SunGard Recovery Services provided high availability with backup and recovery at a secure data center, and remote office workspace for employees.

Result: SunGard's solution, in combination with a BC planning software implementation — PLANet®, customized for financial services — helped to reduce costs and simplify business continuity and pandemic planning for branch offices.

Why choose SunGard for BC/DR consulting services

SunGard's BC/DR Consulting Services provide:

- A risk management approach that balances reactive and preventive efforts to minimize business disruption.
- Assessment services that determine the right tradeoff between risk and cost in designing an effective BC/DR program tailored to business needs.
- Superior planning and delivery to help ensure that response plans are usable and businesses can achieve their recovery objectives in practice.
- Experience supporting thousands of customers across all major industry groups.
- Specialized expertise with over 60 consultants focused 100% on BC/DR supporting several hundred projects spanning over 100,000 hours annually.
- Industry leadership with over 30 years of business continuity/disaster recovery experience.

1. Survey conducted by Harris Interactive, commissioned by SunGard Availability Services: State of Disaster Recovery, March 2009.
2. SunGard Availability Services US data of 2,367 declarations since 1999.
3. BC Management, Inc., International Business Continuity Program Management Benchmarking Report: An executive summary, July 2009.
4. Gartner, Inc., How to Calculate the Cost of Continuously Available IT Services, April 2009.

About SunGard Availability Services

SunGard Availability Services provides disaster recovery, managed IT, information availability consulting services, business continuity management software to over 10,000 customers in North America and Europe.

SunGard Availability Services | 680 East Swedesford Road | Wayne, PA 19087 | 800-468-7483 | www.sungardas.com