



**SunGard Availability Services**  
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## The key to business survival



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## SunGard Service Offerings

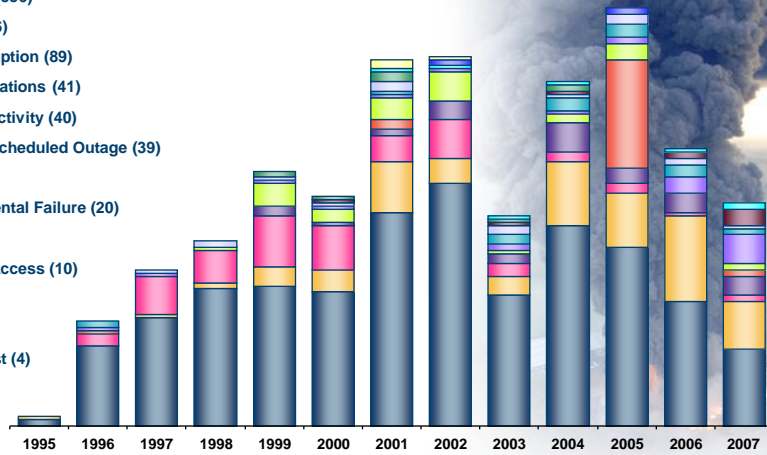
- Recovery centre located in Diegem :
  - 1.000 m<sup>2</sup> data centre space
  - 500 workplaces
- Traditional IT - Disaster Recovery
- Vaulting & Replication Services
- High Availability Hosting
- Business Continuity Software
- Workplace recovery

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## UK Invocations by Cause

Totals to date

- Hardware (556)
- Power (126)
- Data Corruption (89)
- Communications (41)
- Terrorist Activity (40)
- Upgrade/Scheduled Outage (39)
- Flood (25)
- Environmental Failure (20)
- Fire (18)
- Denial of Access (10)
- Theft (9)
- Other (7)
- Civil Unrest (4)
- Virus (4)



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## Information – the lifeblood of your organization



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## **Your building is unavailable because :**

- Physical damage : fire, earthquake, flood, plane....
- Infrastructure failure : powercut, heating, airco, telco
- Environmental : pollution, nuclear

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## **Where to send your personnel ?**

- Other sites of your company (national, international)
- Home
- External provider of a recovery site :
  - Shared seats
  - Dedicated seats

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## **Alternate site**

- Capacity required
- One or multiple sites
- Distance
- Transportation facilities
- Only workplace (or combination with DRP site)

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## **Distance**

- Minimum distance
- Maximum distance

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## External providers

- Generally easy reachable (car, train, bus, plane.....)
- Have invested in security (access control, no-break systems, ....)
- Up to date technology (workstations, telephony)
- Majority of network providers are available
- Specialised technical support is available
- Cost are shared with other clients

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## End-user recovery services

- 2 kinds of positions
  - Normal
  - Specialised (Call Centre, Dealing)



- Typical equipment
  - Desktop
  - Printers and office equipment (fax, photocopiers, etc.)
  - Meeting rooms
  - Kitchens and rest areas
  - Access control
  - Data rooms
  - Multiple network
  - Voice recorders
  - PABX
  - VPN

- Multiple sites

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## **Standard technical service :**

- Pc image ghosting
- LAN and WAN programming
- Call routing
- PABX programming

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## **Contracts :**

- SLA
- Share ratio
- What if simultaneous disasters
- Tests (life tests, surprise tests)

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