

Meet all of your business continuity objectives — so you can cost-effectively minimize your risks.

Your business recovery program may look terrific on paper, but you can't know how it really performs until you test it, or worse, experience a serious service interruption or disaster. Yet many organizations just don't have the time, staff or budget to put a recovery plan through its paces. And as history shows, in the event of an actual disaster, you and your employees will likely be dealing with other immediate issues.

Sungard AS' Managed Recovery Services provide everything needed to help ensure your plan meets its Recovery Time Objectives (RTOs). Our experts work side-by-side with yours to review existing strategies, organize planning sessions, and guide you through real-world restoration scenarios. And even if key IT staff can not travel to a recovery center, our staff can act as your "remote recovery specialists" to initiate the recovery process to get you back online as fast as possible.

We know you want control over your recovery plans, so our range of Managed Recovery services gives you the flexibility to choose the level of support — when and how you need it. And whether At Time of Test (ATOT) or At Time of Disaster (ATOD), our specialists can work behind the scenes to support your initiatives.

The need to think and act beyond testing

Three out of four businesses have experienced a disaster or major business disruption in the last five years, industry surveys show. It's not that organizations are unaware of or unprepared for those incidents. Three-quarters of IT decision-makers tested their recovery plans before their most recent outage. And on average, more than 90 percent felt that

testing had made them better prepared to handle unplanned outages.¹

The problem is that many organizations are not prepared enough. They often lack the resources to be able to identify and reduce errors in their recovery plans, or to compress the recovery timeline. They may not have the expertise to put recovery effectiveness in the context of overall business risk. There's a good chance that they will not have all the test documentation required for regulatory compliance. And they likely do not have what it takes to make recovery activities cost-effective — or to ensure that those activities are timed to fit with other business priorities.

At the same time, a lack of skilled resources or budget or travel restrictions can often force organizations to postpone or even forego testing. In the event of an actual disaster, customers face many other challenges that can significantly affect their recovery.

Mistakes in test objectives, process documentation, and problem resolution can foster a false sense of security in a recovery plan that may not provide adequate protection in an emergency. But a cohesive approach to recovery management boosts the quality of recovery plans and mechanisms and improves the odds that the business will recover successfully from a real disaster.

Sungard AS Managed Recovery Services:

- More than 30 years of disaster recovery experience — longest track record in the industry.
- 100% recovery success rate supporting customer recoveries for more than 2,300 declared disasters globally.
- More than 100,000 recovery tests completed.
- More recovery centers and workforce continuity facilities in North America than any other provider.
 - Reduce risk by off-loading the manual-intensive, recovery/restore process and procedures.
 - Reduce recovery timeline and potential cost of downtime with Sungard AS technical staff ready to activate recovery operations ATOD.
 - Leverage Sungard AS for the level of support you need and flexibility to test remotely.



Case in Point

A better remedy for managed recovery and testing

Situation/Solution: A global pharmaceutical company discovered the advantages of hiring a specialist in IT disaster recovery. Sungard AS' expertise provided a faster recovery and increased reliability — at significantly lower cost than its outsourced computer operations vendor.

The organization gained important benefits when it engaged Sungard AS to provide **Full System Restoration** and **Technical Test Monitoring**. The cost for six 48-hour disaster recovery tests a year was cut by 25%, according to the company's disaster recovery manager. Moreover, Sungard AS' services proved "substantially better," resulting in improved RTOs, procedures, and reliability. "Sungard AS has extensive experience in server build and recovery. Typically, very few people in an organization have extensive knowledge of how to recover a system," the recovery manager added. Sungard AS saved money in two ways. With 24/7 staffing at its 400,000 square-foot Carlstadt, NJ, recovery center, Sungard AS avoided travel, hotel, and meal costs for test staffing — and could start the recovery 12 to 24 hours sooner in the event of a real disaster.

Result: "They were able to cut the manpower in half" because Sungard AS technicians recover Unix servers in half the time required by the previous vendor, the DR manager stated. Finally, he concluded, Sungard AS has "the ability to restore on dissimilar hardware," an important reliability factor because server configurations often vary between the customer's site and the recovery center.

"Sungard AS has extensive experience in server build and recovery"

RECOVERY MANAGER

How Sungard AS can help

Sungard AS offers a family of services — our Managed Recovery Services — that provide access to specialized business continuity skills and expertise at time of test and time of disaster. These services also enable you to meet regulatory and compliance requirements mandating that businesses have contingency plans — and documented test results — in the event that the IT systems and data at a primary location become unavailable.

Procedure Training Workshops can help you uncover and eliminate errors in your testing plan, accelerating the recovery process. Benefits include minimizing downtime and its costs, ensuring higher data availability and integrity, and mitigating business risk.

Sungard AS' people — our dedicated teams of technical and customer service professionals — are the core of this solution. They review your recovery readiness, provide support throughout the process, and offer strategies for improvement based on test results.

Every part of our Managed Recovery Services offering is customized, based on the relevant applications and the

criticality of the business processes.

You determine the scope of Sungard AS' role: We can manage the entire testing and recovery process, or your team can share responsibility with our skilled personnel.

The potential for significant reductions in downtime and recovery program costs are primary benefits. With Sungard AS as your remote recovery specialists, there's no need to send your technical team to handle tests and recovery, so you save on travel expenses and reduce lost productivity. In the event of a disaster, Sungard AS recovery center staff will take prompt action to restore data availability, avoiding potential delays during these crucial hours while you attend to other priorities, such as the safety of employees and their families. Your systems will be back online faster since you won't lose hours waiting for your IT staff to reach the center — an important consideration when natural disasters make travel difficult or impossible. Finally, rather than investing time and resources in dedicated infrastructure, you can rely on Sungard AS' state-of-the-art recovery technology and specialists.



Managed Recovery Services

Designed to minimize the disruptive demands on your staff during business continuity testing and potential declared disasters, Sungard AS offers a cost-effective approach to recovery readiness by providing a skilled team to coordinate the testing exercise. As your managed recovery specialists, the Sungard AS team reviews your recovery strategy and facilitates test planning sessions to ensure consistency with recovery objectives. Remote access options are also available for testing and ATOD, through our **Remote Console Access Services**, to help keep your IT staff focused on priorities at home — and to help you lower your travel costs.



1

Challenge

Do you have the resources to assure 100% data recovery and meet RTO / RPO objectives, without overburdening scarce IT resources?

- **Lack of in-house expertise:** Many companies lack the resources to effectively implement a full system recovery because disasters are rare. Their IT staffs don't have the opportunity to build recovery skills, which are very different from those used in daily operations.
- **Backup does not mean recovery.** While companies may understand how to back up their systems,

they may not know how to test whether the backup can support a full recovery. Simply put, they cannot assure with a high degree of confidence that a backup will result in full restoration, without system failures and data losses.

Solution

Outsource your testing and recovery program to the industry leader with specialized expertise across all platforms and applications.

Sungard AS can help minimize the disruption, cost, and risk of relying

on the customer's IT staff during tests and declared disasters. We use the backup created by the customer and adhere to the customer's written recovery procedures. Our **Full System Restoration Service** includes:

- Recovery of operating systems, including configuration of network communications and initialization of both internal and SAN disk volumes.
- Recovery of enterprise backup software, applications, and data.
- Application of system logs, software installation, and disk erasure from your supplied detailed written procedures and required software.

2

Challenge

Does your IT staff have a detailed plan for recovering from a declared disaster? Are you confident the plan will work if there are failures during backup restoration?

Many companies lack detailed roadmaps because they have focused on backup procedures, rather than how to implement a full system recovery. They often lack experience in how to address unexpected failures during the restoration process.

Solution

The ability to assure a reliable recovery requires documenting each step in the process showing how to recover. Documentation should capture continuous improvements in the process to address failures discovered during recovery testing.

Recovery Procedure Documentation Service

records each step in the recovery of operating system environments, data, and applications, including improvements recommended during testing. The service is available for any hardware platform supported by Sungard AS, excluding network components.

3

Challenge

Do you want to avoid the cost and disruption of using your in-house IT staff to handle manual intensive or more specialized tasks during testing and declared disasters?

Solution

Our systems engineers have specialized expertise in configuring networks and starting operating systems to support a successful recovery. By outsourcing these critical operations to Sungard AS, your internal staff can focus on value-added projects to improve the business. Outsource tape management to specialists trained in efficient best practices for matching each tape to the appropriate server and application.

Network Startup Service helps organizations restore their networks during recovery tests and declared disasters at a designated Sungard AS recovery center. Sungard AS will:

- Install customer-provided configurations on allocated network devices at the recovery center.
- Develop configurations suitable for Sungard AS hardware environments.
- Execute customer-provided procedures for recovery and device configuration when the loading of a configuration file does not apply, such as certain firewalls, VPN gateways, etc.

Operating System Startup Services

restore and configure the required operating systems and related applications.

- The services are designed for customers choosing to have the operating systems environment prepared for testing, or requesting help with recovery because of differences between assigned configurations and the customer's hardware configuration.
- Prior to a scheduled test, Sungard AS evaluates the customer's recovery documentation and recommends improvements.

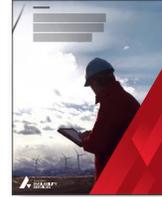
Media Handling Services include auditing the inventory of tapes received at the recovery center, and staging, repacking, and return-shipping to the customer.

Meet all of your business continuity objectives — so you can cost-effectively minimize your risks.

Sungard AS can also provide ancillary recovery services to meet customer needs:

- **Mainframe server maintenance.** Create and maintain the customer's network control program and operating system at the Sungard AS recovery center.
- **Application testing after data restoration.** Test and trouble-shoot customer applications to restore the computing environment and ensure that end-users can access their data.
- **Training.** Workshops train customers to develop recovery procedures. Sungard AS reviews existing backup and recovery strategies, identifies gaps, and proposes alternatives and best practices.
- **Recovery software configuration.** Assist customers to configure recovery software, including Tivoli Storage Managed and Symantec (Veritas) NetBackup Startup.

Additional reading



[Recovery Services](#)

Why Sungard AS for Managed Recovery Services

Testing and recovery are core competencies for Sungard AS. With a seasoned and experienced recovery team along with more data centers and workforce continuity seats, locations, and mobile units in North America than any other provider, we have the experience and training to work with and support the most complex hybrid IT environments.

Flexibility is core to our ability to support every customer's circumstances. Sungard AS offers unique capabilities to manage part, many or all aspects of recovery programs on a national or global scale.

A Managed Recovery Plan must be an integral component of your IT strategy to ensure access to your systems, applications and operations. As your trusted availability partner, Sungard AS can help you achieve your objectives for reducing business risks, while allowing you to focus on building your business.

About Sungard Availability Services

Sungard Availability Services provides disaster recovery services, managed IT services, information availability consulting services and business continuity management software.

To learn more, visit www.sungardas.com or call 1-888-270-3657

Trademark information

Sungard Availability Services is a trademark of SunGard Data Systems Inc. or its affiliate used under license. All other trade names are trademarks or registered trademarks of their respective holders.

Connect with Us



Ken Barber

KINBER

5775 Allentown Blvd

Harrisburg PA 17112

610-217-2018

kbarber@kinber.org

www.kinber.org

