

Are you ready for resilience (and football)?

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SUNGARD
AVAILABILITY
SERVICES



**ARE YOU
TRULY
READY?**



Your Business Challenges

50%



and more of organizations have experienced **6-10 disruptions** over the last 5 years[†]

19%



of internal staff have the expertise needed to maintain DR and business continuity[†]



The challenges are exacerbated by these tensions:



Faster recovery times desired



Constant threat of data security breach



Some applications are difficult to virtualize



Insufficient people & resources at time of disaster



Constant growth of data & storage needs



Compliance requirements

[†] IDG; Resilience Revealed: Learn how organizations approach and lead their resilience initiatives; November 2018

So why are there so many failed recoveries?

1. DR Systems in place but no regular testing

92% of businesses have some sort of DR system, yet 41% of them did not carry out regular testing*

2. Divergence of recovery and production configurations

Our research identifies that more commonly the production environment continually changes, and the divergence from the recovery solution continually increases**

3. Organization readiness

'Plans are useless; planning is everything', -Dwight Eisenhower

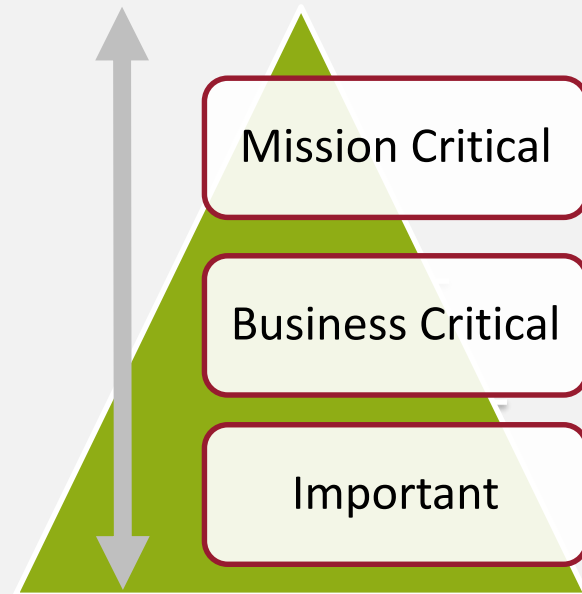
The team need to live and breath the recovery plan to achieve a successful recovery**



*Information Age, 28th March 2019, **Sungard Availability Services Limited 2019

Not anticipating the true complexity

- Production environments can't support a “push button” approach disaster recovery
- You have to *fumble* with other technologies, including mainframes, HP-UX, AIX, physical and virtual servers, increasing the complexity of the recovery
- The true complexity is linking people, process and technology as these do not come together easily
- Align your teams to focus on the recovery priorities and avoid the *fumble*





Sungard AS: Cloud Recovery - Virtual Servers

Sungard Availability Services **Cloud Recovery - Virtual Servers** powered by **Zerto** is a hypervisor-based asynchronous replication solution for virtual-to-virtual recovery, creating a fully managed recovery environment that provides customers with a **2 hour SLA-backed** recovery and storage agnostic replication.

Key Features include:

- Tiered protection offering; Tier 1 = **2-hour Guaranteed** RTO SLA
- **ISO 27001** hosted **PCI Compliant** recovery platforms
- Customer Management Portal
- Multiple Sungard AS Data Center recovery locations across **North America + Europe**



What is included as part of the service

TECHNOLOGY COMPONENTS	DESIGN & IMPLEMENT	STEADY STATE MAINTENANCE	DISASTER RECOVERY & TEST EXECUTION
Software License Target Infrastructure	Discover & Design recovery plans Implement recovery plans	Monitor replication Change & Incident Management Upgrade & Update	Plan & Execute test Execute at time of event



Recovery Time Objective (RTO) SLA Tiers

$$\text{RTO} = \textcircled{1} \text{ Time taken by Technology} + \textcircled{2} \text{ Time to validate (IP address, OS checks, etc.)} + \textcircled{3} \text{ Time to debug (Incase of errors)}$$

Env. Size	possible RTO	Tier 1 SLA	Tier 2 SLA
<=100 VMs	30 minutes	2 hours	6 hours
<=250 VMs	1 hour	4 hours	8 hours
<=500 VMs	2 hours	6 hours	10 hours
<=750 VMs	4 hours	8 hours	12 hours
<=1000 VMs	5 hours	10 hours	14 hours
Annual Tests	Up to 20	4	2

If technology works as planned we expect the recovery to be completed in this time ①

If technology does not work as planned time Sungard AS experts have to fix things ② ③

* Gray area will be supported in future releases
 * Possible RTO is the average RTO we see in tests with no problems occurring
 * For 1000+ VM RTO Sungard AS would need to understand the production environment before committing to a SLA



Enhanced Protection with Sungard AS

Company:

Headquartered in Columbus, OH – The server infrastructure provider designs and implements vital management applications for data centers, communication networks and commercial facilities

Opportunity & Strategy

- Existing Sungard AS Colocation customer using old replication software that wasn't scalable or efficient.
- We presented a number of recovery options (along with our SRM offering). Zerto was the customer's #1 choice after initial meetings
- Working diligently with Zerto, the customer had a number of solutions available

Final Solution:

- Sungard AS & Zerto solution met customer's pricing and technical requirements for their x86/Storage.
- Lowered RTOs & RPOs, improved their DR/Risk profile, provided them an economical solution to enhance the protection of the customer estate.

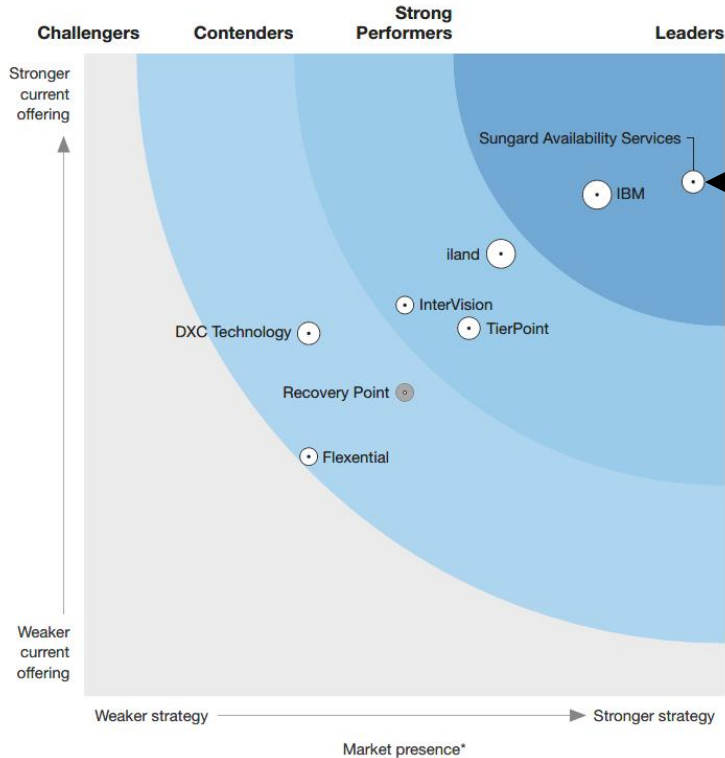
**Engaged Partner
Community to the
goal line!**

**The need for a guaranteed
RPO delivered by Cloud
Recovery - Virtual Servers**

***The right price with the
right solution!***



Sungard AS are proven experts



***Leader in Disaster Recovery as a Service (DRaaS)
The Forrester Wave™:
Disaster-Recovery-As-A-Service Providers, Q2 2019***

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Where do you go next?

SUNGARD AVAILABILITY SERVICES knows what resilience means to over **4,000** businesses around the world. We have been providing IT production and recovery services for over **40 years** for all sizes and has helped companies in all sorts of industries stay resilient.



Like Peyton Manning, the **two-time** Super Bowl-winning former quarterback of the Denver Broncos and **five-time** NFL MVP, he too like us knows a thing or two about resilience.

(See him at 5pm today in the Keynote Presentation)