

MANAGED SERVICES

Combining best-in-class resources with flexible control

SunGard's Managed Services are the building blocks for an Information Availability strategy that keeps your business in business, no matter what. And they're a smart alternative to building and maintaining your own IT infrastructure.

Our AdvancedHostingSM offerings include just about any service your organization might need, regardless of the platforms running throughout the enterprise: Hosting Services, Network Services, OS Management Services, Application Services, Monitoring Services, Storage Services, Managed Security Services, Messaging & Collaboration Services, Replication Services and Remote Managed IT Services.

Within each of these categories, you'll find a range of offerings, all of which provide you with:

- Higher levels of security and reliability
- Cost-effective access to pressure-tested processes, skills and infrastructure
- More efficient use of in-house resources
- Superior customer service

But what really separates SunGard's AdvancedHostingSM offerings from the pack is that they let you decide on the level of control required. You get the flexibility to take on as much responsibility for day-to-day management and operation of systems, applications and data as your organization can—or wants to—handle internally. And you can hand over the reins in any other areas to our experts, knowing you're in good hands. In turn, you can better manage internal resources, and put them to use where they can offer the most value to your organization and its business goals.

The advantages of the SunGard approach to Managed Services include:

- Reduced risks to mission-critical systems, applications and information
- Maximized performance for systems and applications
- Higher availability for data and systems
- 25 percent lower total cost of ownership than an in-house solution
- Reduced demands on internal IT resources
- Better ability to focus on core competencies
- Improved levels of data integrity and privacy
- The ability to scale up or down as needed
- A safer, more reliable and more productive environment for employees, customers and other end-users

Our suite of AdvancedHostingSM offerings includes:

Hosting Services.

SunGard's Hosting Services combine our redundant backbone network with our highly secure, always available hosting facilities and industry-leading equipment to provide you with a tailored solution that is configured, deployed and managed.

Network Services.

With our industry-leading, protocol-independent, disaster-proven 25,000-mile SunGard Global

Network as its backbone, our Network Services offering includes technical and engineering expertise, for a complete solution that helps keep you connected while reducing overall costs.

OS Management Services

When the day-to-day management of operating systems puts a strain on internal IT resources, turn to SunGard for support. Our OS Management Services let you offload these tasks to our skilled technical and engineering specialists.

Application Services.

When your business depends on its critical applications, like database systems, enterprise applications, and utilities, we provide the administration, management, monitoring, reporting and support required to keep them up and running. It's everything required to optimize application availability and performance across the enterprise.

Monitoring Services

Help ensure maximum system performance and uptime with SunGard's rigorous, proactive Monitoring Services that are designed to help prevent problems before they occur — and help detect potential performance issues before they start.

Storage Services.

When you need fast, efficient and secure recovery of business-critical data throughout the organization, SunGard Storage Services offers a range of services to meet your specialized requirements. They're designed to support your needs for file sharing, primary storage,

compliance management and information backup recovery and testing.

Managed Security Services.

You can count on our advanced security technologies to help protect systems, applications and data from the ever-growing number of threats that come from outside and within. Our Certified Information Systems Security Professionals (CISSPs) work with you to develop the right strategy to safeguard both IT and business resources.

Messaging & Collaboration Services.

Today, messaging applications are essential for routine business. We help you implement, manage, maintain and upgrade these important tools so you can count on dependable access and availability, despite situations that threaten to disrupt servers, software, work facilities or staff.

Replication Services.

If the cost of downtime is unacceptable to your organization, SunGard Replication Services help you maintain real-time or near real-time availability of applications, data and systems, from onsite or remote locations, whichever suits your operation the best. You'll find them invaluable for efficient recovery and testing,

Remote Managed IT Services

SunGard's Managed Services can also be delivered remotely, into your facility or a location of your choice leveraging our expert skills at a fraction of the cost of an internal resource.

About SunGard Availability Services

SunGard Availability Services provides disaster recovery services, managed IT services, information availability consulting services and business continuity management software to more than 10,000 customers in North America and Europe. With four million square feet of datacenter and operations space, SunGard assists IT organizations across virtually all industry and government sectors prepare for and recover from emergencies by helping them minimize their computer downtime and optimize their uptime. We help organizations ensure their people and customers have uninterrupted access to the information systems they need in order to do business.

For more information about SunGard Availability Services, visit www.availability.sungard.com or call 1-800-468-7483.

SUNGARD® | Keeping People
Availability Services | and Information
Connected.®

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