



Bring IT On



SUNGARD®
AVAILABILITY
SERVICES™

Secure, reliable cloud services designed for your production

The efficiency and flexibility of cloud computing. The security and experience of Sungard Availability Services.

Will your computing resources be there when you need them? Will your applications and data remain protected? Can you continue to leverage your existing environments while taking advantage of new technologies? **With Sungard AS Enterprise Cloud Services, the answer is yes.**

Sungard AS Enterprise Cloud Services (ECS) deliver world-class IT infrastructure and operational support in either a multi-tenant or a dedicated, private environment. ECS provides your applications with a fully managed cloud solution with all the necessary compute, storage, network, and backup they need.

Security is an integral part of Enterprise Cloud Services, providing multiple layers of protection. Our private cloud solution includes dedicated ESX clusters and dedicated datastores, while both multi-tenant and private

solutions offer redundant firewalls, support for multiple private virtual local area networks (VLANs) and encrypted virtual private network. All which can be enhanced with optional advanced security services such as Host Intrusion Protection, Log Manager and Threat Manager Services.

Sungard AS Enterprise Cloud Services are delivered in Sungard AS' premier data centers, which are backed by the ITILv3 framework, including an annual SSAE 16 Type II audit, and certified to the ISO 20000-1 standard.

Sungard AS provides the right solutions, so you can realize the promise of cloud computing.

And truly achieve strategic results.

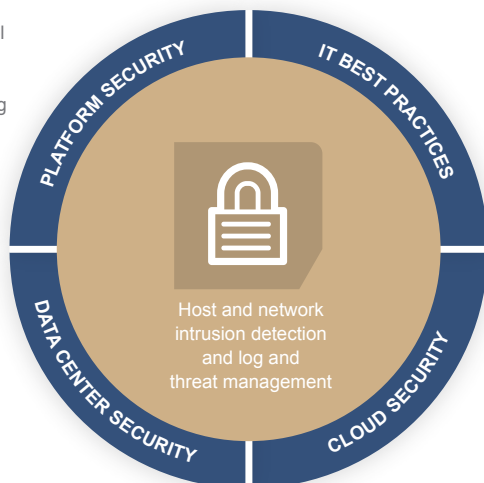
Key capabilities

- Specialized expertise for complex, "hybrid" IT environments– integration of cloud with legacy environments
- Service-level agreement of 99.95 percent availability for every virtual machine
- Fully-staffed support for round-the-clock monitoring and management
- Dedicated support for installation and configuration
- Multi-site high availability & fail-over options
- Optional managed services include SAP® services, Citrix XenApp®, Microsoft SQL Database®, Microsoft® Exchange Server and Blackberry® Enterprise Server services
- Consulting services to assist with cloud readiness, migration services and optimization

Enterprise Cloud security

- Role-based access control
- Infrastructure security; shared vs. dedicated
- Activity logging, monitoring and detection

- Biometric and key-card access control
- No customer access to shared infrastructure
- 24/7 security service; CCTV monitoring



- ITILv3-based services
- Security assessments and recommendations
- Periodic penetration tests
- Strict change control
- Data center standards and certifications (SSAE 16 Type II and ISO 20000-1)

- Options for dedicated ESX clusters and dedicated datastores
- Redundant firewalls
- Encrypted virtual private network

Sungard AS Enterprise Cloud Services offers you a smarter, more secure cloud choice. Our experience and dedication to operational excellence assures you — and the business you support — availability of your environment.

Enterprise-class architecture

Sungard AS Enterprise Cloud Services are designed for the most demanding production workloads. The underlying platform leverages proven, best-in-class Vblock technology from Cisco®, EMC®, and VMware®. All combined with Sungard AS' unmatched expertise in managed hosting and availability.

Sungard AS is an experienced managed hosting provider with a deep expertise in managing production and recovery environments. Our integrated, hybrid solutions allow you to maximize existing investments, while capitalizing on new technologies.

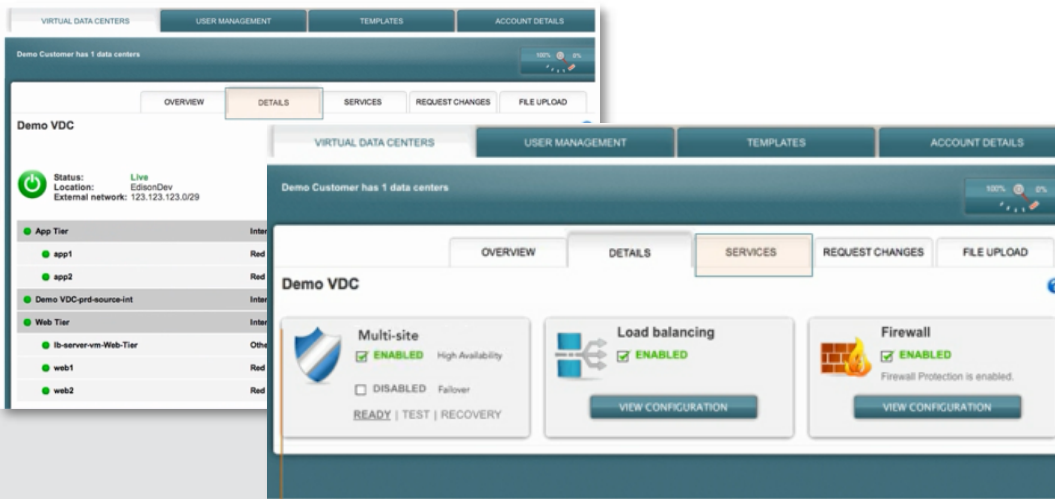
Availability options

With multiple enterprise cloud instances in both North America and Europe, Sungard AS can architect highly available and diverse cloud solutions to optimize your performance.

For businesses that require the highest levels of resiliency, Sungard AS' secondary site disaster recovery failover option provides a service-level guaranteed 30-minute recovery point objective (RPO) and 4-hour recovery time objective (RTO), and is inclusive of non-disruptive managed failover testing.

Business benefits

- **Availability**
Multiple layers of protection and failover options keep your business up and running
- **Cost containment**
Average 35% savings by eliminating costs associated with hardware lifecycle for new projects, or a technology refresh for existing environments
- **Flexibility**
Ability to scale your environment, allowing you to expand as you grow
- **Application stability**
Strict process discipline and change management to minimize risk and ensure application stability
- **Speed to market**
Leverage technology to drive new projects, decrease time to market and potentially reach new prospects



Sungard AS Enterprise Cloud Services enable powerful, intuitive control over your cloud environment. Our customer portal allows easy access to view resources, update profiles, and request changes to your environment.

For more information, visit our website: www.smp-corp.com

ROCHESTER, NY
1020 John Street
W. Henrietta, NY 14586
585.475.0670
800.934.4790
Fax: 585.475.0909

ALBANY, NY
125 Wolf Rd
Suite 402
Albany, NY 12205
518.435.0800
Fax: 518.435.0808

PITTSBURGH, PA
2009 Mackenzie Way
Suite 100
Cranberry Township, PA 16066
800.934.4790
Fax: 585.475.0909

BURLINGTON, VT
47 Maple Street,
Suite 202
Burlington, VT 05401
800.934.4790
Fax: 585.475.0909

