



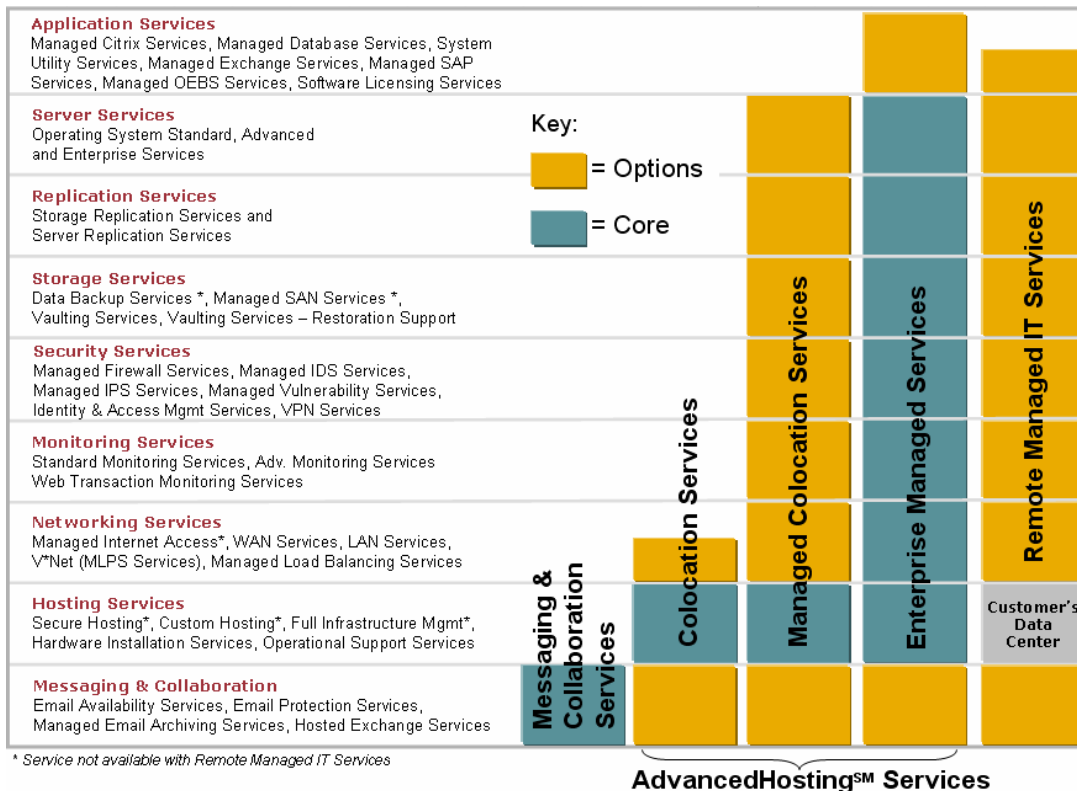
SERVICES OVERVIEW

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.

Managed Services

SunGard's Managed Services are an uncommonly broad suite of highly flexible production services that help organizations address their day-to-day needs from Messaging and Collaboration Services to SunGard's premier Enterprise Managed Services (e.g., where SunGard fully manages the daily operation of a customer's IT infrastructure). Managed services are crafted to meet the customer's specific needs and augment their IT resources and skills without having to hire full-time internal IT staff.

Managed Services are categorized into three distinctive offerings; Messaging and Collaboration Services, AdvancedHostingSM Services and Remote Managed IT Services.





AdvancedHostingSM Services

■ **Colocation Services**

Colocation is appropriate for customers who want to manage their production environment, and also provides the foundation for flexible hosting options to support single or multiple application environments for services such as basic monitoring, power, and Internet connectivity ('ping, power & pipe'), as well as Operational Support Services ('smart-hands').

■ **Managed Colocation Services**

This solution is appropriate for customers that need to maintain control of critical components. Built from basic colocation services, this service can include any number of a la carte managed services that serve the customer's needs for a dedicated environment (some examples: Data Backup Services, Managed Firewall Services, OS Management Services).

■ **Enterprise Managed Services**

This fully managed hosting solution offers full management of the infrastructure up to the OS layer including management of the operating system, the physical network layer, security and backup as a minimum requirement and up through the application layer in some cases. Accessed and fully managed by SunGard, this option is a good fit for both single application environments where a customer is seeking an application availability SLA for the entire server environment as well as customers who are looking for SunGard to manage infrastructure encompassing multiple applications or their entire data center infrastructure. Enterprise Managed Services include Server Management, Storage Services, Server Replication, Security, Monitoring and Network Services.

Remote Managed IT Services

■ **Remote Managed IT Services** are a collection of SunGard's existing Managed Services that have been modified from a delivery perspective to be provisioned into a customer's data center. These services do not utilize any SunGard shared production infrastructure, such as a tape library (Data Backup Services) or a disk sub-system (SAN Services).

Messaging and Collaboration Services

■ **Messaging and Collaboration Services** provide customers with full end-to-end Information Availability solutions throughout the e-mail lifecycle, from creation to protection and retention and expiration. Furthermore, SunGard's Messaging and Collaborations Suite of Services help customers protect, maintain, replicate, archive and recover critical, e-mail, collaboration and instant messaging applications while increasing availability and decreasing the customers total cost of ownership.



Managed Services Suite of Services

Application Services

SunGard's Application Services provide proactive administration, management, monitoring, reporting and support, as well as technical services for improved system reliability and resource optimization up through the middleware and specific applications.

■ **Managed Database Services**

Managed Database Services provide database management support for Oracle and SQL environments including performance tuning, patch maintenance, failure notification and resolution, configuration changes and security.

■ **Managed Citrix[®] Services**

Managed Citrix Services provide customers with 24x7 availability and day-to-day management, monitoring, and support for their Citrix Presentation Server environment. By proactively monitoring and managing, everything from the Citrix layer down to the Operating System and Server hardware SunGard is able to deliver a reliable infrastructure for the Customer's application.

■ **Managed Oracle[®] E-Business (EBS) Suite Services**

A completely managed service which provides Oracle EBS application monitoring, performance tuning, reporting, and technical application layer administration including the management of printer support, batch job scheduling and monitoring, application patches, and system security administration.

■ **Managed SAP[®] Services**

SunGard's Managed SAP Services provide SAP application monitoring, performance tuning, reporting, technical application layer (Basis) administration including the management SAP transports, SAP printer support, batch job scheduling and monitoring, application patches, and system security administration.

■ **Software Licensing Services**

For servers managed by SunGard's Server Services, this service provides customers with an option to subscribe to a suite of Operating System software and Application software rather than purchasing and managing their own software license. A fixed monthly operating expense includes the usage rights and annual maintenance, providing the customer with all current updates, as well as technical support.



Server Services

Server Services provide customers with experienced technical support for the day-to-day management of their server environments. Furthermore, SunGard's Server Services provide 24/7 management and monitoring from the SunGard Integrated Operations Center. It provides a high quality, cost effective and reliable solution for customers that want to partially or fully outsource the management of their servers' operating system.

- **Operating System (OS) Management Services** (Standard, Advanced and Enterprise)
Proactive administration, management, monitoring, reporting and support for the following Operating Systems: AIX, OS/400, HP/UX, Linux (Red Hat), Microsoft Windows, VMware (ESX) and Solaris.

Replication Services

SunGard's Suite of Replication Services extends Information Availability beyond the walls of the data center and past the levels of redundant storage and fault-tolerant processing.

- **Server Replication Services** - Server Replication and Virtual Server Replication for critical applications that need to be up and running all the time. Includes activation, management, monitoring and problem-resolution, as well as managed fail-over and fail-back.

Storage Services

SunGard's Storage Services help ensure optimal availability of customers' mission-critical data. This suite of offerings provides scalable, secure, cost-effective storage solutions that help protect business-critical data without straining in-house resources.

- **Data Backup Services (Standard and Advanced)**
This offering is a data center-based data backup service designed to cost effectively protect production data and provide customer-driven restoration of important application data.
- **Managed SAN Services (Shared and Dedicated)**
Managed SAN Services provide a flexible, scalable, and cost-effective solution that is ideal for organizations that need a SAN infrastructure for their critical applications.

Secure2Disk Service (see AdvancedRecovery)



Security Services

SunGard's Managed Security Services are ideal for organizations that conduct business over the Internet and need strong network perimeter security, and 24/7 access to certified technical, engineering and security specialists.

■ Managed Firewall & VPN Services

Managed Firewall & VPN service help protect critical information assets from hostile attacks and helps provide continuous uptime in addition to ensuring that end-users have around-the-clock access to their information assets. These services help protect data integrity and can also be used to provide site-to-site Internet VPNs (Virtual Private Networks), or act as a first line of defense against hostile attacks for any network segment in the organization's infrastructure.

■ Managed Vulnerability Protection Service

Managed Vulnerability Protection Service enhances the protection of a customer's information availability by regularly scanning the network, applications and remote access environments for vulnerabilities and notifying a customer when additional analysis or remediation are required to ensure security.

■ Managed Intrusion Protection Services

This service identifies and proactively blocks both internal and external threats, expanding firewall protection for a customized protection policy to assist with maximum efficiency and minimal disruption.

■ Identity & Access Management Services

Identity & Access Management Service provides managed application and network user access rights configuration and management. SunGard manages users' access to their networks and applications by managing the authentication and authorization privileges and technology easily and with the utmost in security.

Monitoring Services

SunGard's Monitoring Services are designed to help prevent problems. They identify service-impacting issues before they affect our Customer's business—as well as end-user experience.

■ Standard Monitoring Services

This option provides basic up/down monitoring for devices, web applications, databases, and operating systems and includes 24/7 notification to the customer.

■ Advanced Monitoring Services

Advanced Monitoring Services include the basic up/down monitoring that is provided with Standard Monitoring. In addition, Advanced Monitoring provides more intensive performance monitoring and online reporting capabilities for customers with more intensive monitoring requirements. Advanced Monitoring is available for web applications, databases, Exchange, network devices, and operating systems.



■ **Web Transaction Monitoring Services**

This offering simulates website transactions to track and gather performance statistics, response times and availability of front-end applications, for problem resolution and improved service reliability.

Network Services

Network Services - Proven and reliable network connectivity (WAN, LAN and Internet) throughout your enterprise, with redundant and secure infrastructure solutions engineered for uninterrupted performance.

■ **Managed Internet Access Services**

Managed Internet Access Service is a multi-homed Internet Access Service that utilizes paid transit connections to multiple Tier 1 ISPs. The SunGard service delivers the highest levels of performance, 99.99% uptime and vast scalability to our customers.

■ **V*Net**

V*Net utilizes industry standard MPLS to provide network connectivity and reduce operational costs for organizations that need access to not only SunGard Availability Services, but also the financial applications available from the SunGard Financial Services. This service allows SunGard to be the single vendor for all of the customers' production, recovery communications and connectivity needs.

■ **Managed Load Balancing Services**

SunGard's Managed Load Balancing Services provide traffic management and delivery optimization across servers within a single hosting site, or across servers located at multiple, geographically dispersed locations. Managed Load Balancing Services intelligently reroute network traffic to avoid problems and enhance system performance and application availability.

■ **Wide Area Network Services (WAN)**

Wide Area Network Services include Dedicated Transport and Managed CPE Services and provide customers with reliable, cost effective router/circuit monitoring and management, coupled with dedicated WAN access to the hosted infrastructure.

■ **Local Area Network Services (LAN)**

LAN Services provide our customers access to 24x7 SunGard technical staff that install and proactively monitor, manage, and administer the switches to maximize availability and performance.



Hosting Services

SunGard Hosting Services provide the infrastructure needed – without requiring customers to invest in costly facility upgrades. Through this suite of hosted offerings, customers can leverage our platform-independent infrastructure designed to deliver SLA-supported 100% availability of power and environment.

- **Secure Cabinet, Secure Hosting Bundle, Secure Cage, Secure Space, and Full Infrastructure Management Space** are a suite of flexible space and power options to deliver the reliability, redundancy and security required to keep our Customer's business in business.

- **Restoration Services for Managed IT Services**

This offering provides customers who host their critical applications at SunGard with the peace of mind that their critical IT infrastructure can be restored predictably and cost effectively to an alternate site should an unforeseen event occur. The services include access to Hot-site equipment (Center-based and Mobile), a Managed Technology Plan, test time and operational support services.

Messaging and Collaboration Services

This suite of offerings provides reliable availability for e-mail, allowing customers to manage, distribute, replicate, recover, and archive on an enterprise-wide basis.

- **E-mail Availability Service**

E-mail Availability Services (EAS) uses reliable and secure messaging technology to help maintain e-mail system availability, even when outages to local Microsoft[®] Exchange or Lotus Notes[®] e-mail systems occur.

- **E-mail Protection Service**

SunGard's E-mail Protection Service (EPS) helps automatically eliminate spam, viruses, and unwanted content from e-mail using best in class, 'bump-in-the-wire' technology while lowering Total Cost of Ownership and administration.

- **Hosted Exchange**

SunGard provides a fully outsourced Microsoft Hosted Exchange solution to securely and efficiently support ongoing e-mail communications and collaboration for the small to medium business market.

- **Managed Exchange Services**

This service provides predictability and reliability to the management of an organization's Microsoft Exchange environment, allowing critical IT resources to refocus on other strategic and mission-critical efforts.

- **Managed E-Mail Archiving Service**

This service helps meet an organization's need to capture and archive Microsoft Exchange e-mails by efficient, secure access as required for compliance purposes.



Recovery Services

Advanced Recovery Services

Advanced Recovery Services consist of newer technologies for higher availability, typically enabling Recovery Time Objectives of less than 12 hours. (Note: Some of these newer technologies can also be coupled with our Systems Recovery offering, for a more complete solution.)

■ **Secure2Disk Service**

Secure2Disk provides both on-site operational availability, for immediate response to operational issues, and off-site rapid recovery, in case of a disaster. This operational backup and recovery service delivers higher reliability, faster recovery, enhanced security and improved scalability at a TCO similar to that of a tape-based solution.

■ **Server Replication Services**

Server Replication Services provide near real-time data replication of mission critical Microsoft Windows[®] applications, in conjunction with fail-over capabilities that can reduce RTO and RPO to minutes.

■ **Virtual Server Replication Services**

Virtual Server Replication Services provide a fully-managed, turnkey solution for sub-6 hour virtual replication and recovery for Windows-based mission critical applications for both virtual and physical Windows production environments.

■ **Storage Replication Services**

Storage Replication Services leverage industry-leading array-based replication technologies to replicate critical data—and at time of test or disaster, securely connect the data to our Systems Recovery offerings thereby enabling a shorter recovery process.

■ **Managed Continuous Data Replication Services**

This offering is a fully managed solution built on Tier II disk technology, network-based appliances, rollback journaling and bandwidth compression for cost effective, any to any storage replication.

[Proposed Limited Availability Release: 2H: 09]



IT Recovery Services

A complete range of services that help ensure that essential IT functions can continue through and resume promptly after a business interruption.

■ Systems Recovery

SunGard's System Recovery services help ensure that customers can confidently recover from any unplanned interruption or event—, return to the organization's strategic mission quickly, and cost effectively. SunGard services are vendor-neutral and support virtually every type of major hardware platform including HP, IBM, Sun Microsystems, Dell, Unisys, Stratus, and more, plus all of the associated storage, infrastructure, and networking equipment required.

■ Standby Operating System (SOS) for UNIX[®], Windows and VMS

SOS for UNIX[®], Windows, and VMS captures customer servers' backup images, which are subsequently transferred to a SunGard recovery facility. Backup images are stored in a secured SunGard environment, where they are validated to ensure viability. Validated images are retained for customer availability to rebuild recovery servers at time of test or disaster.

Workforce Continuity

Workforce Continuity solutions reduce a customer's vulnerability to workforce disruption and lost productivity during an event or outage. SunGard's breadth of Workplace Centers, Mobile Workplace, desktop PCs, office technology, and the infrastructure to seamlessly connect them all together, provides customers with an end-to-end solution to address all of their workforce needs.

■ Workplace Centers

Workplace Centers are fully-equipped with the office resources, technology, infrastructure, and amenities a workforce needs to remain productive during an outage or event. SunGard technical experts are also available to ensure customers successfully recover their end-users and the business processes they support.

■ Mobile Workplace

SunGard's Mobile Workplace provides a flexible and mobile solution for customers that require environmentally controlled workspace, powered with diesel-generated power, near their affected facility. customers can recover close to home, with little or no impact to end-users.

■ Dedicated Workplace

Dedicated Workplace enables customers to design and configure their own exclusive-use space within a SunGard facility. Customers can access this secured space at any time, with prior notification, allowing them flexibility to populate it with the specific hardware and office technology they require.



Recovery Services Options

■ **Quick Ship**

Quick Ship provides replacement system equipment for the physical loss of systems such as Intel-based servers, desktop PCs, laptops, Apple systems and monitors printers, switches, and routers—shipped to the customer’s designated continental U.S. location. Channel-based sourcing 24/7/365 helps ensure customers receive current systems and models from leading vendors, with the convenient option of purchasing the equipment at the end of a disaster.

■ **Desktop Drive Imaging Service**

SunGard offers a Desktop Drive Imaging Service (DIS) that dramatically reduces setup time for customers subscribed to workspace Desktop PCs at time of test (ATOT) and at time of disaster (ATOD). Customers with limited technical resources will not have to divert personnel to conduct desktop configuration tasks for their business users in a SunGard workplace center.

■ **Voice Recovery**

Voice Recovery is a multiple platform solution, combining the technical and business components required for fast, efficient voice recovery. The offering is based on the highly reliable PBX switches housed in our recovery centers—fully equipped facilities strategically located throughout North America. These facilities provide ready access to our skilled operations personnel and to our business continuity infrastructure, with end-user positions, network connectivity and other resources needed for full voice recovery.

■ **Trading Services Recovery**

SunGard’s Trading Services provide customers with access to live market information and data so their specialized trader workforce can continue trading activity and stay abreast of the business and political news that is affecting world markets.

Network Recovery

The SunGard Global Network is a protocol-independent, pressure-tested, disaster-proven network designed for fast and reliable recovery, testing and managed network services.

■ **LAN Bridging**

LAN Bridging provides customers with reliable, cost-effective network connectivity to interconnect testing resources that span multiple SunGard facilities.

■ **Web ReDirect ServicesSM**

Web ReDirect provides clients with on-demand internet connectivity to assist in the recovery of their web-facing and remote access applications and services.

■ **IP ReDirect ServicesSM**

IP ReDirect utilizes a single, cost-effective on-ramp connection to provide on-demand, one-to-one or one-to-many access to the SunGard Global Network and our recovery facilities.



Recovery Assistance Services

These services enable customers to off-load the manual-intensive, recovery/restore processes and procedures from their IT staff so they can better support internal customers and employees. They can also eliminate the need to travel to recovery sites for DR exercises by leveraging SunGard expertise to handle as much of the test and recovery process that is required.

■ OS Startup Services

OS Startup Services restore and configure a server's operating system environment. Customer is responsible for the restoration of all server applications and data.

■ Full System Restoration

Full System Restoration includes the recovery of a server's operating system environment, enterprise backup software, applications, and data.

■ Forward Recovery Services Option

The Forward Recovery Services option provides restoration activities beyond what is offered in the Full System Restoration service.

■ Tivoli[®] Storage Manager (TSM) Symantec (Veritas[™]) Netbackup[™] (NBU) Startup Services

This service addresses the need of a customer requiring assistance with the configuration of TSM or NBU software at a SunGard recovery center in order to test or recover successfully.

■ Technical Test Monitoring Services

Technical Test Monitoring Services provides dedicated assistance in the restoration of the computing environment during testing and recovery operations at the designated SunGard recovery center.

■ OS Generation Maintenance Services [Mainframe Only]

This service provides dedicated assistance in the creation and maintenance of the customer OS used at a SunGard recovery center for test(s) or in the event of a customer disaster declaration on a mainframe server.

■ Network Control Program Maintenance Services [Mainframe Only]

This service provides dedicated assistance in the creation and maintenance of the NCP system used at the SunGard recovery center for testing or in the event of a customer disaster declaration on a mainframe communication controller.

■ Procedure Training Workshop

SunGard's Procedure Training Workshop provides a customer with training in a "workshop" environment to assist in the development of server restoration procedures.



■ Procedure Development

The Procedure Development service provides step by step procedure documentation for the recovery of operating system environments, data and applications. The Service is available for any hardware platform supported by SunGard, excluding network components.

■ Network Startup

The Network Startup service provides a customer with assistance in the restoration of the Network environment at a SunGard recovery center for test(s) or in the event of a disaster declaration.

Business Continuity Management Software

SunGard's Continuity Management Solution is comprehensive Software offering that helps organizations manage the entire lifecycle of its Business Continuity program.

■ **LDRPS**[®] enables users to build business continuity plans to help them recover should they encounter a disaster. It is a flexible, central data repository with built-in, proven business continuity planning expertise. The product easily manages complex business continuity plan data, keeps plans current and accurate and provides clear, concise reports on the status of planning efforts.

■ **LDRPS**[®] for Hospitals is a comprehensive, integrated module that supports both the continuity planning and the Hospital Incident Command System (HICS) capabilities. This specialized LDRPS vertical solution has many unique features created for the 24 x 7 hospital environment, such as support for rotational beeper coverage and HICS Job Action Sheets.

■ **Incident Manager**[®] Powered by **WebEOC**[®] is an online command center that enables companies to respond to disasters or test business continuity plans without having to have everyone in the same room. It coordinates and tracks disaster response, communicates issues to the proper people and ensures a more efficient and effective recovery. Incident Manager utilizes data from LDRPS and provides freedom from flipcharts, sticky notes and chalkboards.

■ **NōtiFind**[®] is a powerful and dependable emergency notification system which uses many different means of communication to contact employees, vendors or other critical personnel. It provides companies with the ability to quickly communicate a consistent message to thousands of people and, since it shares information with LDRPS, there is no need to re-enter plan data into the system.

■ **BIA Professional**[®] conducts business impact analysis surveys which determine organizational vulnerabilities and prioritize business continuity planning efforts. It organizes complex data and presents it in a usable format and comes packed with pre-written, expert questions to help start the planning process.

■ **PLANet**[®] is an online solution exclusively for Community Financial Institutions. PLANet is a web-based, comprehensive planning tool designed specifically for community banks and credit unions. It helps ensure plans are constructed according to BCP regulations such as those enforced by the FFIEC and NCUA.



Consulting Services

Consulting Services help organizations solve critical business continuity and IT infrastructure problems including business continuity, data storage and management, information security, and numerous categories of IT infrastructure operations. In addition, the practices provide professional services to help customers design, implement and maintain other services provided by SunGard.

■ **Availability Risk Assessment**

The Availability Risk Assessment provides a proactive means to attain Information Availability objectives through a structured process for identifying, analyzing, and evaluating organizational threats, risk controls, and resulting residual risks. This service aligns these findings to organizational requirements and prioritizes with risk control options that should be pursued to eliminate or minimize adverse impacts.

■ **AdvancedRecoverySM Strategy**

This engagement utilizes SunGard's consulting experts to evaluate mission-critical systems and infrastructure, and to recommend potential high availability architectures that can improve resilience and align business policies with IT capabilities.

■ **Backup and Recovery Assessment**

This assessment provides complete analysis, design, validation and implementation for tape or disk-based backup to better utilize existing production resources, reduce backup windows and increase overall backup efficiency and application recoverability.

■ **Business Continuity Management Program Services**

This offering allows organizations to rely on SunGard's expertise, methodology and resources to define, implement and / or manage their Business Continuity Management Program. These services leverage SunGard's experience and expertise to assess the current state and identify the organizational structure and staffing, foundational processes and source of authority, standards and metrics and implementation and ongoing improvement activities required to enable Business Continuity Management capabilities.

■ **Business Continuity Plan**

This Response Plan enables a more efficient and effective resumption of key business functions following an interruption through the development of an organization, strategy and processes and procedures. The Plan development process draws on SunGard's business and industry experience to recommend industry practices for achieving an organization's business goals.

■ **Business Impact Analysis**

The Business Impact Analysis identifies the business-critical processes and functions of an organization and analyzes the effects of losing them including timing and magnitude of loss or impact. This service enables a company to develop priorities, understand the timeline over which impacts occur and expand, and to develop a consensus agreement as to what level of loss is acceptable.



■ **Data Center Consulting**

Data Center Consulting includes the IT and consulting expertise required to analyze an organization's data center environment, identify systems, data and process requirements, and evaluate strengths and weaknesses.

■ **Data Center Consolidation Services**

Whether consolidating systems and infrastructure from multiple locations to one, or replacing aging technology, these services help customers assess their needs, plan the necessary steps to move or replace systems, and to manage the effective execution of the move, all with an eye on the customer's availability and resilience.

■ **Data Center Vulnerability Assessment**

This assessment can identify potential vulnerabilities that may threaten availability of the current technical production environment and/or recovery capabilities at the alternate site.

■ **Enterprise Availability Plan**

This service draws on the experience and knowledge of SunGard's consultants to help you develop a strategic plan for making sure that both IT and business resources are protected and recoverable during an interruption.

■ **Crisis / Incident Management Plan**

This service leverages SunGard's expertise to develop an organization, strategy, processes and procedures for executive management, department heads and staff members to provide an overall response management capability that enables to the initiation, management, and monitoring of an incident that disrupts an organization's systems, processes or people. This service provides a foundational management document and identified "at time of need" action plan.

■ **Incident Management Exercise**

This validation exercise provides a simulated walk-through of an incident that allows an organization to understand and / or exercise their capabilities to respond to a significant business disruption. Through the scenario the organization's Crisis Management Team will get the opportunity to respond to the issues that could be encountered during an incident and put their Crisis Management Plan and expertise to the test. The service enables that team to hone their skills as well as identify areas of improvement in the Crisis Management Plan.

■ **Information Availability Assessment**

This assessment uses SunGard's proven Performance Model to evaluate an Information Availability program against industry practices and standards. This service assesses key areas of competency across three Domains – Information Security, Information Management and Information Architecture –, which cover security, information protection, business continuity / disaster recovery, facilities, and IT operational processes and procedures for everything from procurement through to daily systems management. Potential areas of opportunity are identified, and a comparison to the Performance Model database of other organizations provides direction and identifies targeted areas for improvement.



■ Information Availability Strategy

This service provides a comprehensive analysis of viable business continuity and technology recovery strategies for meeting an organization's Information Availability goals and continuity/recovery objectives. The analysis uses an agreed on set of criteria for rating strategies and then provides options and recommendations for a high-level strategy and cost that enables the business objectives and balances business impacts. This service helps the customer make informed decisions about which detailed solution should be targeted for further development and implementation.

■ Information Security Awareness

This offering combines a thorough review of an organization's IT security policies and objectives with customized education sessions to raise knowledge levels among targeted audiences and strengthen security across the enterprise.

■ Information Security Enterprise Assessments

This assessment uses ISO 17799 and 27001 standards to evaluate your enterprise-wide security plan, determine its strengths and weaknesses, and provide recommendations for improvement.

■ Information Security Penetration Analysis

As part of SunGard's Technical Security Assessment, this offering analyzes network and system vulnerabilities and provides actionable steps for rectifying them.

■ Information Security Policy Development

This offering helps organizations meet their regulatory and operational requirements with SunGard's thorough assessment of current information security policies, using ISO 17799 and 27001 standards.

■ Information Security Response Service

This service prepares an organization and its staff to respond quickly and effectively to security incidents by equipping them with the knowledge and skills required, as well as supplemental personnel expertise if needed, for IT Security crisis and forensic support.

■ Information Security Vulnerability Assessment

This consulting service combines thorough interviews, advanced scanning technologies and documentation review to identify areas of exposure within the IT environment and recommend mitigation steps.

■ Infrastructure Relocation Service

This service facilitates a smooth relocation path with expert SunGard assistance that includes assessing, planning and executing the move of critical components between facilities while meeting uptime requirements for critical applications. The Infrastructure Relocation Service defines how work is accomplished, analyzes relocation strategies/alternatives, and uses techniques and tools to develop and implement documented action plans. These action plans outline responsibilities, activities and support necessary for a smooth transition. When the relocation occurs, SunGard will use its expertise to provide a thorough and smooth relocation of the resources identified.



■ **LDRPS[®] Administration Services**

This service augments an organization's Information Availability team by providing day-to-day assistance with routine activities within the LDRPS application (e.g. password resets, security access, etc.).

■ **LDRPS[®] Design and Build Services**

These services provide an organization the ability to leverage SunGard expertise to deploy LDRPS by developing definitive specifications to implement and/or migrate existing data and/or plans.

■ **LDRPS[®] Report Services**

These services help organizations quickly and efficiently customize the standard reports and/or plans produced by LDRPS.

■ **Pandemic Response Planning**

This service provides a proactive means for a customer's management and team members to understand how a pandemic may impact an organization and to develop actions and decisions that should be made to prepare the organization for a pandemic situation. The Pandemic Response Planning service also identifies future decisions that need to be made as the situation escalates to the point of disrupting normal business processes.

■ **Paragon Implementation Assistance**

This service provides the expertise needed to create a step-by-step migration path for implementing and using this tool to develop an enterprise-wide Information Availability program.

■ **PCI Security Services**

This service assesses the resources needed to process, store and transmit cardholder data, providing a thorough examination of business processes, systems and components, infrastructure and access control, as well as an analysis of related risks and exposures. SunGard provides both ASV and QSA services for PCI customers.

■ **Physical Risk Assessment**

Employing a business-process focus to examine your facilities, this service helps identify potential physical vulnerabilities and weaknesses that could contribute to a disaster.

■ **PLANet[®] Kickoff and Program Services**

These services assist an organization to quickly deploy PLANet. The Kickoff service provides a roadmap for deploying PLANet within the organization; the Program service assists with the deployment and assesses the results.

■ **Regulatory Compliance Assessment**

This assessment helps organizations to assess the IT processes, procedures and security in place that support the enterprise efforts to achieve regulatory compliance, including recommendations to mitigate exposures.



■ **Storage Optimization**

Storage optimization helps enable the IT executive to proactively address business necessities while focusing their spend on a project with positive “front office” value, high operational returns, and a rapid Return On Investment (ROI). This program improves operational efficiency by as much as 40-50% by using a five-step program that discovers, analyzes, and recommends storage allocation and use strategies. Additionally, the service identifies crucial reductions in the backup and restoration windows while maintaining, or even improving, the customer’s recovery point objectives for critical applications. The program focuses on an independent evaluation of technology and the articulation of field-proven techniques for cost-effective data storage, server design, and enterprise resource management.

■ **Technology Recovery Procedure Validation Service**

This service supports an overall technology recovery procedure validation (“test”) program through assessment, development and management of a plan for executing a validation exercise. This includes managing and monitoring the countdown activities leading up to an exercise, auditing and monitoring validation exercise activities, and identifying and implementing industry practices. This service helps customers maximize their validation exercise time and efforts and improve the maturity and effectiveness of their continuity program over time.

■ **Technology Profile**

The Technology Profile service collects and provides a repository of information about the technology environment. SunGard consultants then use the profile information to perform a comprehensive analysis of the environment and highlight key dependencies. Relationships are mapped by identifying the logical links between critical business functions, applications, data, and systems. The result of the profile service is a clear picture of critical business and technology entities, relationships, and dependencies. This information can be used for a variety of purposes, such as designing an enterprise-wide Information Availability Plan, preparing for a technology migration, or creating and implementing a High Availability Plan.

■ **Technology Recovery Plan**

This Response Plan enables a more efficient and effective resumption of key technology services and restoration of systems and data following an interruption through the development of an organization, strategy and processes and procedures. The Plan development process draws on SunGard's business and industry experience to recommend industry practices for achieving an organization’s business goals through the restoration of information technology assets that the business depends on.

■ **Test Validation Services**

This service puts testing requirements into SunGard's hands to help ensure timely, effective testing to reduce risk, ensure data availability and speed up the recovery process.



■ **Virtualization Assessment Service**

The Virtualization Assessment service identifies critical technical requirements gathered through software tools, interviews, and workshops. The Service determines applications that can be optimized with a virtualized infrastructure while considering the availability of critical applications throughout the process. The Virtualization Assessment provides a proactive means for an organization's management to determine which applications and hardware can be optimized and also provides high-level order of magnitude cost to support the virtualization infrastructure.

■ **Virtualization Strategy & Design Services**

These services guide organizations in making a sound business decision and helps shorten the lifecycle in design and implementation of the chosen solution. The service is designed to help optimize the server environment while raising the level of capability and maturity in the computing environment. It also identifies risks, gaps, and future actions that need to be taken. The service documents available options and a recommended action plan to virtualize targeted applications and systems, while meeting Information Availability objectives. The SunGard Virtualization Strategy & Design service includes a review of the server base, a server-by-server action plan, one or more recommended virtualization solutions, as well as space and energy savings projections. The Virtualization Strategy & Design Report includes a detailed roadmap and estimated costs of the recommended solution.

■ **Web Application Assessment**

The Web Application Assessment provides organizations with a deep technical security review of an organization's custom-developed web application and helps to improve the security of the web application.

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