SUNGARD

ENTERPRISE CLOUD SERVICES (CANADA)
More than just Infrastructure-as-a-Service (IaaS)

FLEXIBLE. SECURE. ENTERPRISE-GRADE
The elasticity and efficiency of cloud.
The security and experience of SunGard.

When you sign on with fully managed Enterprise Cloud Services, SunGard assumes responsibility for the security and availability of the compute, network, and storage resources of your cloud infrastructure, and ensures your workloads are not impacted by other customer workloads. SunGard specialists proactively monitor, patch, and perform trouble resolution for your cloud infrastructure. The SunGard cloud easily interconnects with your SunGard-hosted physical environments for a hybrid solution. And you have the flexibility to migrate specific application environments to the cloud while retaining others in-house.

Whatever you choose to migrate to the SunGard cloud, it's covered by a 99.95% infrastructure uptime Service Level Agreement measured by virtual device, by month. For our SAP customers, the infrastructure uptime SLA is combined with a 99.9% SAP production uptime SLA for all SAP Cloud instances deployed using SunGard Enterprise Cloud Services.

SunGard management of your cloud infrastructure can be combined with management services. Our experts can manage your indtrusion detection systems, SQL database, MS Exchange server, Active Directory, and Blackberry Enterprise Server on the cloud, as well. SunGard also offers cloud-enabled Managed SAP Services to address your ERP application support needs. By managing key aspects of your application environment, cloud-enabled SAP Services can realise the cost-saving potential of hosting your SAP application environment on virtualised infrastructure.

SunGard's Cloud Readiness Assessment and Migration Services evaluate your environment and help determine its preparedness for migration to the cloud. This comprehensive assessment evaluates server, operating system and application dependencies, along with network, security, storage, compliance, and financial requirements, to ensure successful deployment.

Enterprise-class architecture
Built for production workloads, the SunGard managed IaaS solution provides an on-demand, virtualised infrastructure that delivers application availability with built-in resiliency. The platform leverages

Enterprise Cloud Services

Deep expertise: SunGard offers more than 30 years of experience managing recovery and production of hetero-geneous environments, including support for hybrid infrastructures.

Reduced risk: Multiple layers of data protection, including the built-in resiliency of Vblock architecture to meet your security and availability requirements. Dedicated virtual machines with redundant firewalls for data integrity and security are monitored 24/7 within secure SunGard data centres.

Resiliency: SunGard Enterprise Cloud Services includes a fully managed IaaS platform designed for production applications including SAP, MS SQL databases, and MS Exchange, with additional support for critical managed services, including intrusion detection systems (IDS).

Reliability: The platform is built on best-in-class Vblock architecture and supported by a 99.95% availability SLA at the VM and hardware level

Compliance and Security: Enterprise Cloud Services are delivered in SunGard premier data centres, which are backed by ITILv3 framework, included in our annual SSAE 16 Type II audit report, and certified to the ISO 20000-1 standard. SunGard supports customer auditing requirements with certification from SAP as well as compliance with PCI-DSS.

Savings: Migrating to the SunGard Cloud can reduce total IT operating costs for mid-sized organizations by an average of 35 – 55%[1]

proven, best-in-class Vblock technology from EMC®, VMware® and Cisco® combined with our expertise in managed hosting and application availability.

SunGard Enterprise Cloud Services offer multiple layers of protection, including dedicated virtual machines with redundant firewalls for data integrity and security, monitored 24/7 within secure SunGard data centres. A virtual private network (VPN) ensures only authorised users can access information via the Internet.

Change management is a key component of SunGard's Enterprise Cloud Services. All changes, whether customer-directed or not, are controlled by the same strictly documented process in order to sustain governance, risk and compliance requirements.

[1] 35% – 55% saving based on a medium-sized enterprise with approximately 80 physical servers running a mixture of common applications, dispensing with their IT infrastructure and utilizing a virtual private cloud operated by SunGard Availability Services.

IaaS Capabilities	Features
Compute	• Virtualised environment providing hypervisor and OS system services — including Windows and Red Hat • SunGard Software Licensing Services options available • Virtual machine configurations customizable to your specific requirements • Scalable resource model including flex options for vCPU, vRAM, vStorage, and network
Availability	• Multiple layers of data protection, including built-in resiliency within the Vblock infrastructure to meet security and availability requirements
Network	• Broad networking options including multiple VLAN support, robust Internet connectivity, MPLS and dedicated circuit options
Storage	• Managed storage with integrated backup and restore included in the service
Security	• Platform built to support a broad range of compliance standards • Managed security and virtual private network connectivity
Rapid Provisioning	• Store custom VM templates in your own private image library • Virtualised instances deployed within minutes
Management and Monitoring	• 24/7 management and monitoring of your virtualised infrastructure • Incident response facilitated by a fully staffed Integrated Operations Centre and Network Operations Centre • Patching for all OS/virtual devices
Portal and Reporting	• Customer management portal to view, manage and request compute resources on demand • View invoices online
Business Application Services	• SAP, MS SQL, MS Exchange, Active Directory, and Blackberry Enterprise Server
Cloud Consulting	• Optional consulting services including a Cloud Readiness Assessment and Cloud Migration Plan to help assess and migrate your environment to the cloud and ensure a strong return on investment

Why choose SunGard's IaaS solution?

Experience

• Deep expertise in managed production and recovery of heterogeneous environments, including supporting hybrid infrastructures

• A breadth of services that spans colocation, dedicated hosting, cloud services, and disaster recovery

• Expertise beyond cloud-based applications, including support for legacy applications

• Decades of experience providing high availability services, a deep bench of skilled professionals and a robust network of secure data centres worldwide

Operational excellence

• Resilient infrastructure designed for enhanced reliability, including virtual machines able to recover autonomously from hardware failures

• Data centres and processes included in annual SSAE16 Type II audits, backed by the ITILv3 framework and certified to the ISO 20000-1 standard

• SunGard is an SAP Cloud Certified service provider

Why choose SunGard's IaaS solution?

Reliability

- Architecture engineered for reliability, with a 99.95% cloud infrastructure availability Service Level Agreement at the VM and hardware level. For our SAP customers, the infrastructure uptime SLA is combined with a 99.9% SAP production uptime SLA for all SAP Cloud instances deployed using SunGard Enterprise Cloud Services.

- Available integration with Managed Services including intrusion detection, MS SQL, geographic load balancing, Active Directory, MS Exchange Server, and BlackBerry Enterprise Server

- Management of your SAP environments, with support for both production and test/dev at multiple locations

- Frequent backups performed to enable rapid restoration and minimised risk of data loss

Security and compliance

- SunGard's IaaS solution leverages best practices from a trusted partner to effectively mitigate security and provider maturity concerns

- Security procedures compliant with the Payment Card Industry Data Security Standard (PCI DSS)

- Logically isolated, dedicated virtual machines protected by redundant firewalls to prevent data overlap within shared virtual servers

- Virtual private network (VPN) protected by traffic encryption to prevent unauthorised access, minimizing threats from the public Internet

- Systems and network connections protected within SunGard data centres to meet key industry security standards

About SunGard Availability Services
SunGard Availability Services provides disaster recovery, managed IT, information availability consulting services, business continuity management software to over 9,000 customers in North America and Europe.

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