SunGard 'Availability Services' Provide Business Continuity Strategies in Collaboration with NEC

The SunGard Availability Service is a pioneer of the disaster recovery industry and one of the leading providers of Information Availability solutions, which include business continuity/disaster recovery, managed IT and professional consulting services. Since its establishment in 1978, SunGard has maintained a 100% successful rate in handling over 2,500 disaster recoveries for more than 10,000 clients in North America and Europe.

In 2004, NEC Corporation concluded a knowledge transfer agreement with SunGard in order to access its portfolio of services. The terms of the agreement included consultation on Business Continuity (BC) issues, business continuation via alternative systems in case of disaster and recovery testing and training. The expertise provided by SunGard has helped NEC in starting its new BC service that mainly targets Japanese enterprises by using NEC itself as a reference point. The service is also based on the experience and achievements that NEC has gained in long years of experience with regard to its SI and outsourcing business.

This report is intended to introduce the concepts developed by SunGard with regard to next generation BC as well as a description of the actual services it has developed in North America and Europe; it also defines the relationship of SunGard with NEC.

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1 Introduction

"Old school" Business Continuity (BC) approaches have a limited focus on reactive recovery and single-scenario planning. In today's environment - which demands accurate Information Availability - traditional business continuity solutions may be inadequate. To maintain uninterrupted access to mission-critical data and systems - during day-to-day operations or following a disruption - a proactive approach must be adopted. Production availability and recovery solutions should tie together seamlessly - so seamlessly in fact that it might never be noticed that the system has gone down. This brief outlines the three most important actions that can be taken today to help ensure that your Information Availability program has kept pace with 21st-century business needs and requirements.

2 About SunGard Availability Services

SunGard Availability Services (**Table**) offers a comprehensive portfolio of services to meet even the most demanding Information Availability requirements. By working with SunGard Availability Services, you will benefit from:

(1) Total Customized Solutions

SunGard focuses on not just one but on many aspects of Information Availability. We have solutions for keeping people, processes and infrastructures connected. We will work together with you to identify and implement the right approach for your particular environment.

(2) Industry-Leading Infrastructures and Intellectual Capital

No other company can match SunGard's depth or breadth of

Table Profile of SunGard Availability Services.

Company Name	SunGard Availability Services
Location	680 E. Swedesford Rd. Wayne, PA 19087 U.S.A
Representative	Theodore J. Gaasche (President and CEO)
Establishment	1978
Sales	US$1,192 million (2004)
Employees	2,500
Operations	Information Availability solutions: Business Continuity, Disaster Recovery, Managed IT Services, Professional Consulting.
URL	http://www.availability.sungard.com/

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experience in Information Availability. For more than 25 years, we have worked with numerous organizations to help ensure the continuity of their business activities. Our 65 facilities compose one of the largest recovery infrastructures in the world.

(3) Vendor Neutrality

Hardware and software providers sell their latest "solution" for Information Availability. At SunGard, however, we are not tied to any particular manufacturer. Rather, we work with all vendors to craft customer-focused solutions based on best-in-class components.

(4) Our Ability to Focus on Your Core Business

By turning to SunGard to manage the key components of your Information Availability strategy, you will free up your own resources to focus on initiatives that support your core business. SunGard delivers reliable, flexible and cost-effective alternatives for managing Information Availability entirely in-house.

With our profound experience and robust infrastructures, SunGard Availability Services are uniquely positioned to help assess and address your Information Availability needs.

(5) Service Specifications

SunGard Availability Services offer three main solution sets:

1) Managed IT Services

SunGard's Managed IT Services include hosting, network, availability, security and monitoring and management services (**Photo 1**), that enable you to:

- Provide leverage for our investments via ironclad data centers that offer an ultimate service in security, reliability and value
- Deliver up to 99.99% uptime for mission-critical applications
- Maintain control of your systems or share responsibilities with SunGard professionals

Photo 1 Managed IT Services.

Photo 2 Professional Services.

Photo 3 Business Continuity Services include End-User Network and Systems Recovery Services.
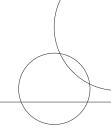
2) Professional Services

SunGard's Professional Services include risk assessment, information security program development, infrastructure engineering, technical support and disaster recovery planning (**Photo 2**), empowering you to:

- Develop or improve your Information Availability program
- Analyze your needs for availability and continuity, including risk tolerance
- Access technical support for your production and/or your recovery environment

3) Business Continuity Services

SunGard's Business Continuity Services include End-User Network and Systems Recovery Services (**Photo 3**), allowing you to:

- Rapidly and reliably recover systems and data
- Utilize the SunGard Global Network, our privately-managed network for testing and recovery
- Create a customized solution based on the right strategy and tactics for your organization.

3 Details of Alliance between NEC and SunGard

NEC concluded a knowledge transfer agreement with Sun-Gard in 2004. This agreement allows BC consultants and recovery specialists at NEC to obtain the expertise possessed by Sun-Gard so that NEC can provide the Japanese market and customers with various services according to their needs.

The actual transfer of the expertise was conducted in the following steps.

(1) Training

In this program, NEC's BC consultants and recovery specialists visited the SunGard Data Center in Philadelphia, Pennsylvania, USA, to attend lectures that were aimed at transferring expertise. About 50 persons participated in the 3-week training program.

(2) Field Operation Training

The trainees visited SunGard's Philadelphia Data Center, which is dedicated to recovery and IT production, in order to attend the actual recovery training of a SunGard customer and also to receive OJT (On-the-Job-Training).

(3) Mentor Program

SunGard's BC consultants visited Japan periodically to cooperate in the actual customer projects conducted by NEC in Japan.

(4) Facility Review

NEC's Ibaraki Data Center received auditing from the viewpoint of appropriateness as a recovery center. The audit was made using the same standards as those applied by SunGard when opening a recovery center in the USA. As a result of this assessment, the Ibaraki Data Center was certified as conforming to the requisite SunGard standards.

4 Conclusion

NEC is currently able to provide a total service that ranges from consultation to data center based BC services. This has been made possible by introducing the already proven methodology and the portfolio of expertise that SunGard has built up as well as fully utilizing its own consulting and data centre facilities and employing features that are specific to Japan. SunGard expertise has already been transferred to about hundred BC consultants and recovery specialists at NEC.

Meanwhile, since crisis management concept varies widely between Japan and the USA, for example, a sense of crisis for earthquake, NEC has optimized the service with reference to actual NEC internal BC projects etc. according to the disaster situation to meet customer needs in Japan.

In order to be a dependable partner for our customers, NEC is equipped with BC consultants and recovery specialists who have learnt the SunGard expertise and are determined to support the business continuity of customers through its various services.

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