

ENTERPRISE CLOUD SERVICES



SUNGARD
AVAILABILITY
SERVICES®



FOR A WORLD THAT DEMANDS EXCEPTIONAL SERVICE, EVERY DAY

Today's businesses and customers demand more. Emerging technology is creating new possibilities – but with them come higher expectations.

In this demanding environment, everyday services must be seamless, immediate and impervious to changes in workload.

With so much information changing hands in so little time, physical infrastructure is no longer adequate. Through our Managed Cloud Services, we provide the connectivity, availability and scalability businesses need to ensure exceptional service, every day.

SOMETIMES YOU NEED TO TRANSFORM TO EXPAND



Every day, Menzies distributes over 5 million newspapers in the UK and operates cargo flights between 140 airports in 31 countries. Business is good, and a global expansion plan is in place.

But for this to be carried out successfully, Menzies needs greater flexibility, to scale its IT so that it can meet new business demand.

This would be too expensive and time-consuming to achieve in-house, so they have outsourced their infrastructure to us, in a ten-year, multi-million-pound deal.

Many services are being transformed into cloud-based solutions, with all the benefits of a consumption-based model: scalability, agility and cost efficiency. And their everyday operations – old and new – have an SLA-backed uptime of 99.95%.

We make the everyday happen for Menzies.

“THE RELATIONSHIP GIVES US THE BEST OF BOTH WORLDS – THE INFRASTRUCTURE, SCALE AND EXPERIENCE OF A BIG COMPANY BUT NOT THE INFLEXIBILITY AND RIGIDITY THAT OFTEN COMES WITH IT.”

Mark Reid
Chief Information Officer
John Menzies plc



YOU GET A BETTER VIEW FROM THE CLOUD

Like any piece of equipment, computing systems need constant maintenance to keep doing what they need to do every day.

But sometimes – whether it’s a heavy excavator or complex IT hardware – age usurps usefulness and it just has to be replaced.

Mining contractor Procon had a 20-year-old ERP system that simply wasn’t pulling its weight any more. The firm wanted greater visibility of costs, so that it could set pricing more accurately and compete more effectively. It was time for a fresh approach.

We helped Procon move to SAP® applications in the cloud, and now everything from maintenance costs to material requisitions are automatically visible. So they know how their business is performing, every day.

We make the everyday happen for Procon.

“SUNGARD AS LOOKS AFTER THE VIRTUAL MACHINES AND I DON’T NEED TO WORRY ABOUT THEM.”

Henry Wulkan
Senior Project Manager
Procon



PROVIDING A PERFECT LOGISTICS PLATFORM

There's a lot of pressure in the logistics industry. Deliveries have to be on time. Hold-ups aren't tolerated. Delays can cost millions. Everything must keep moving.

Without transportation, consumers would have nothing to consume. And without a constant flow of easily accessible information, transportation would grind to a halt.

For Transics, a leading European fleet management solutions provider, the office and road merge into one. So it needs agile, flexible and reliable IT.

Through Managed Services, we help Transics connect over 80,000 vehicles and provide more than 1,300 transport companies with tools, reporting and processes that reduce the complexity of fleet management.

We make the everyday happen for Transics.

“WITH SUNGARD AS RUNNING OUR SYSTEMS, WE FEEL CONFIDENT THAT OUR BUSINESS IS BUILT ON A FIRM AND LASTING FOUNDATION.”

Koen Uyttenhove
Vice President Customer Services
Transics

Transics[®]

HYBRID CLOUD FUELS GROWTH FOR CAR PARTS SUPPLIER



E-Commerce company MicksGarage.com needed a cloud partner it could depend on to support its ambitious expansion plans across Europe.

With more than 6.5 million product listings and customers needing their spare parts urgently, MicksGarage.com is heavily reliant on its IT infrastructure to manage the complex logistics operation.

We worked with MicksGarage.com to deploy a resilient, multi-tenant cloud solution that would deliver the high availability and scalability they needed.

Now, MicksGarage.com has the scalability and flexibility it needs for future growth. Safe in the knowledge its day-to-day operations are in safe hands, the company has already opened a second office to help overcome the problem of competing with big firms.

**We make the everyday happen for
MicksGarage.com.**

**“WE NEEDED A PARTNER WHO
ABSOLUTELY GUARANTEES US UPTIME
AND THE LEVEL OF AVAILABILITY WE
ENJOY IS OUTSTANDING.”**

Michael Crean
Co-founder and Operations Director
MicksGarage.com



A CLOUD-FIRST POLICY FOR PUBLIC SECTOR IT

The Home Office relies on four vital applications to ensure the safety of citizens, prevent fraud, license the import and export of controlled drugs and precursor chemicals, and equip civil servants with the knowledge to do their jobs effectively.

The organization needed a cloud partner it could depend on to host the applications and provide a disaster recovery service to minimize downtime.

As one of only a handful of partners accredited to offer OFFICIAL-SENSITIVE cloud services under the latest G-Cloud framework, we were selected for our transparent, competitive pricing and ability to manage many aspects of the project.

Now, the Home Office benefits from a predictable, consumption-based pricing model, and freedom from needing to raise purchase requests plus director sign off for capital investments.

A year on since the system went live, Home Office Group Wide Services has enjoyed 100% availability.

We make the everyday happen for the Home Office.

“WE’VE ENJOYED 100% AVAILABILITY SINCE THE GO-LIVE. IT JUST SITS THERE AND DOES WHAT IT’S MEANT TO, WHICH GIVES ME GREAT PEACE OF MIND.”

Andrew Rivers
Senior Portfolio Manager
Home Office



SCALING FOR GROWTH WITH A PRIVATE CLOUD



Every day, goods worth millions of dollars flow through indirect distribution channels. Given clearer visibility of this process, manufacturers can optimize their production, partnerships, and marketing spend accordingly. This is the market-changing service that Zyme provides.

To meet growing customer expectation for business continuity, while economically scaling for growth, Zyme partnered with us to transform its IT infrastructure from a legacy hosting model to an agile, secure and highly credible private cloud that integrates recovery into production.

Together, we have tripled the amount of data running through the platform, reduced processing time by 80% and shortened recovery times from weeks to hours.

We make the everyday happen for Zyme.

“NOW OUR ENVIRONMENT IS
MORE AGILE, ROBUST, FLEXIBLE
AND HIGH PERFORMING.”

Ashish Shete
Vice President of Products and Engineering
Zyme

zymeSM
The New Smart Channel

FUJIFILM SCALES UP IN A FLASH



Every day across Europe, thousands of people use Fujifilm's online platform to edit their photos and order prints, photo books, mugs, coasters and clothing.

To keep these customers happy and loyal to the Fujifilm brand, this process needs to run fast and smoothly.

For this reason, Fujifilm relies on a private cloud, which we back with an SLA commitment to 99.95% availability. It also provides great flexibility, so they've been able to scale the service up in line with its increasing popularity, as well as take-up by resellers.

Fujifilm chose us as their technology partner following a competitive tender involving 12 providers. We've now been working together for over 8 years, to help people treasure their everyday memories.

We make the everyday happen for Fujifilm.

**“I FEEL WE’RE ON THE SAME SIDE
AND I REGARD SUNGARD AS’S TEAM
AS AN EXTENSION OF MY OWN.”**

Pamal Sharma
Head of IT
Fujifilm

FUJIFILM

ENABLING EVERY INVESTMENT OPPORTUNITY



In the cut and thrust world of finance, vast amounts can be gained and lost every day. Direct decisions are required; instant actions are imperative.

We help leading investment management company, LionTrust, deal with £3.4 billion worth of business, reliably and securely – anywhere in the world.

Placing its core systems in our private cloud infrastructure (including its vital research database, trading platform and business email) has provided great benefits in terms of capacity, flexibility, resilience and compliance.

Our SLAs and availability expertise ensure LionTrust can make the everyday investment decisions they need to, using site-independent IT.

We make the everyday happen for LionTrust.

“THE UNDERLYING INFRASTRUCTURE IS SUNGARD AS’S BREAD AND BUTTER. WE TRUST THEIR EXPERTISE AND RESOURCES.”

David Little
Head of IT and Investment Operations
LionTrust



MANAGING A VIRTUAL AVALANCHE OF DATA



There's tremendous variability in process of enrolling students and managing their information, from one school to another. The only certainties seem to be the large volume of personal data involved and the need for security.

Every year, FolderWave helps flagship colleges and universities manage a virtual avalanche of documents, including everything from admission applications and financial aid forms to contracts and grants.

They use our private cloud solution to store and safeguard their critical customer data, and it frees up their personnel to focus their expertise on capturing more data to permit better everyday analytics.

We make the everyday happen for FolderWave.

“WE KNEW OUR ENTIRE SERVICE DELIVERY COULD BE MADE OR BROKEN BY THIS DECISION. WE CONSIDER THE RELATIONSHIP WITH SUNGARD AS TO BE A TRUE PARTNERSHIP.”

Robert Burke
President
FolderWave



DELIVERING TAILORED SOLUTIONS FOR SECURE INTEGRATION



Targeted to save £56m by 2020, Enfield Borough Council is leading the way in pioneering innovative technologies to drive up cost efficiencies. So when its outsourcing agreement with a third party provider came to an end, it took the opportunity to take advantage of the new cloud technologies available.

3,500 employees rely on the Borough's IT infrastructure to provide vital services to its 320,000 citizens and businesses, so a smooth transition was essential.

We delivered a tailored, enterprise-grade cloud solution to the council, securely integrating its existing infrastructure with public, private and managed cloud environments - without any degradation in service.

We make the everyday happen for Enfield Council.

“SUNGARD AS WAS THE ONLY PROVIDER ABLE TO MEET OUR SOMEWHAT CHALLENGING TIMEFRAMES. THEY NEEDED TO BE CAPABLE OF TAKING OVER OUR DATA CENTRE FROM THE INCUMBENT IN AN ‘AS IS STATE’ WITHIN A SIX-WEEK PERIOD. SUNGARD AS WAS ALSO WILLING TO PARTICIPATE IN THREE-WAY NEGOTIATIONS INVOLVING THEM, THE COUNCIL AND THE INCUMBENT SUPPLIER. THEY HAD TO BE EXTREMELY FLEXIBLE IN TERMS OF DELIVERY, NEGOTIATIONS AND THE TECHNOLOGY.”

Councillor Dino Lemonides
Cabinet member for Finance & Efficiency
Enfield Council



APPLY FINANCIAL RECEIVE RELIABLE CLOUD BASED SERVICE



Spanning 240 countries, with details for 870,000 bank branches and more than 440,000 corresponding bank account numbers, employees at Apply Financial have to keep pace with 5,000 changes a day to keep records up to date.

Apply Financial came to us to deliver a reliable cloud based service to streamline and automate this time-consuming, manual process.

We deployed a cloud solution that delivers the flexibility, agility and resilience needed. An Enterprise Cloud Service to balance the flexibility and efficiencies of multi-tenanted infrastructure with the enterprise-grade performance and protection normally only achievable with a private cloud.

**We make the everyday happen for
Apply Financial.**

“MOVING TO THE CLOUD HAS BEEN A MAJOR STEP FOR US AS A BUSINESS BUT SUNGARD AS HAS MADE IT PAINLESS. THROUGHOUT THE PROCESS TO DATE I’VE FOUND SUNGARD AS TO BE RELIABLE, ADAPTABLE AND THOROUGHLY PROFESSIONAL.”

Mark Bradbury
CEO
Apply Financial



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About Sungard Availability Services

Sungard Availability Services ("Sungard AS") is a leading provider of critical production and recovery services to global enterprise companies. Sungard AS partners with customers across the globe to understand their business needs and deliver tailored solutions to help them achieve their desired business outcomes.

To learn more, visit www.sungardas.com or call 1-888-270-3657.

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