

Keeping **People** and **Information** Connected™

Leading the Way
to Information Availability

Federal Government Overview

SUNGARD®
Availability Services





One Company.

The Federal Government must have uninterrupted access to mission-critical data and systems. That is called Information Availability and only one company has every resource needed to provide it—SunGard Availability Services. As the pioneer and leader in Information Availability, we are a trusted company to keep the Federal Government in business and the best qualified to help ensure you never go down in the first place.

Only SunGard offers platform-independent, secure and redundant facilities. A robust, flexible infrastructure designed to survive virtually any disaster. Comprehensive networks and systems with up to 99.99% availability. And hardware monitoring, maintenance and management capabilities provided by experienced IT professionals. All backed by more than 25 years of leadership in engineering secure and reliable solutions in business continuity and disaster recovery.

One Focus.

Our focus is on IT infrastructure, whether it's helping to ensure that systems are always on, or recovering them when they go down. From secure Web site hosting, to managed IT services for the entire production environment, providing off-site hardware back-up or failover processing to business continuity and professional services, SunGard's singular focus can help keep Federal Government agencies' systems up and running.



The Value of Information Availability

SunGard's hardened facilities are also one of the most reliable places to locate hardware, protect applications, data and networks.

SunGard provides everything needed to keep people and information connected, plus the added flexibility to define your level of control.

Imagine the impact of lost access to information or systems on the Federal Government, and the cascading effect on all of the agencies and individuals who rely on that data. Productivity is diminished and employees are idled. The Federal Government's agencies' mission objectives are compromised and public opinion and confidence in the government is affected.

Having information always available isn't an IT issue anymore—it's a business issue and the Federal Government is the largest business in the world. Limited resources today challenge both the public and private sectors, which is why more than 10,000 customers worldwide rely on SunGard for Information Availability solutions. Entrusting their most critical IT operations to SunGard enables them to redeploy resources and employees more wisely and reduce technology costs while increasing return on investment, end user satisfaction and value.

SunGard's hardened facilities are also one of the most reliable places to locate hardware, protect applications, data and networks. We'll provide everything needed to keep people and information connected, plus the added flexibility to define the level of control over each system.

Individual customers, custom solutions

Unlike software or hardware providers who have a narrow “point solution,” SunGard offers solutions that are focused on the mission objective: helping to keep the Federal Government’s data and systems up and running—no matter what. Since we are vendor-neutral and platform-independent we can objectively recommend what works for our customers, supporting virtually any platform they prefer.

SunGard works directly with the Government to tailor and implement the exact solution needed. To date, we’ve tested more than 115,000 scenarios for our customers, primarily in the five areas of utmost concern to today’s IT professionals.

They include:

Security

Hackers never rest. They’re a constant threat to steal sensitive data, destroy it or disrupt its flow. As systems and data become more complex, hackers use increasingly sophisticated technologies to get into your system. SunGard’s Managed Security Services professionals can help lock them out, 24/7. We’re at the leading edge of knowledge in state-of-the-art security devices, infrastructures, events monitoring and in-depth analysis. With SunGard’s security expertise at work, the Government will be able to lower its total cost of ownership without lowering its guard.

Network Failure

When the network goes down, web-based presence and public confidence go with it. SunGard’s Network Solutions and robust redundant backbone are critical links in the Information Availability chain, ensuring maximum reliability with the flexibility to scale up to match increased Web site activity on demand.

Data Loss/Management

There are numerous causes for data loss—some benign, some malicious—but the outcome is the same: lost productivity. SunGard has decades of experience developing proven methodologies for helping to protect against data loss, or retrieving data wherever possible, both at our customers’ facilities and our own.

Disaster

When SunGard pioneered the disaster recovery industry in the 1970’s, most disasters were the natural kind—tornadoes, hurricanes, fires, floods and earthquakes. Today, disasters are more often technology-based—from power interruptions or communications failures to applications problems, hackers and cyber-terrorists. But through it all, SunGard has maintained a record rate of 100% recovery for our customers—best in the industry. SunGard can help the Government prepare for, deal with and recover from any disaster that strikes its systems and its people.

Hardware Failure

We share our working knowledge of modems, disk drives and other hardware with customers to help them design more durable configurations that deliver greater reliability and performance. We can also help evaluate and select replacement hardware with greater confidence.



I N F R A S T R U C T U R E A N D N E T W O R K

Infrastructure – the foundation of SunGard’s Information Availability solutions

SunGard operates an extremely robust and redundant infrastructure. We also design and build hardened facilities to host CPUs, storage and networks. Together, they help ensure our customers have uninterrupted access to their data, systems and applications.

SunGard’s worldwide infrastructure is comprised of:

- More than 65 state-of-the-art, hardened facilities
- A total of 3 million sq. ft. of secure operations space
- Facilities that feature dedicated circuits, most with optical connections
- Over 25,000 miles of redundant, global network backbone
- More than 50 immediately deployable mobile data recovery centers
- More than 20,000 fully equipped end-user recovery positions, worldwide
- 2,500 Information Availability professionals standing by

Supporting SunGard’s infrastructure is our skilled staff of IT experts. Collectively each year, they log more than 350,000 hours in consultation for business continuity and network solutions; engineering active failover solutions; and designing and implementing disaster recovery plans. No other IT company has more resources and skills to help create, execute and support Information Availability solutions.

SunGard Availability Services

provides a reliable, flexible and

cost-effective alternative

to building and maintaining

IT infrastructure.

INFRASTRUCTURE AND NETWORK

Network – our reliable, cost-effective backbone

You can't keep people and information connected without a network. And SunGard's private, protocol-independent network is the most robust, flexible and scalable in the business—purposely “over-engineered” to deliver 99.99% availability on the network hardware. It's a far more economical alternative to running a private circuit to SunGard, and with its built-in disaster recovery capability, offers a level of resilience other carriers cannot match.

In a disaster, SunGard routes the customer's circuit directly to one of our facilities, without customers needing to contact a common carrier. Should a customer need more than one facility, the SunGard network offers 10/100 LAN bridging to seamlessly connect the multiple recovery facilities involved. So the network functions as though all systems are connected via a hub or switch.

Organizations with critical applications, or those needing ultra-reliable connectivity services, can leverage SunGard's virtual network architecture offering integrated access to major networks and ISPs. The network connections are faster, more cost-effective and optimized for maximum operational resilience. And, because more agencies are relying on Web-based systems, SunGard's Web-based connectivity services quickly restore links severed in a network outage.

SunGard's other network services include provisioning on-site circuits; geographical and local load balancing; internal and external intrusion detection; and scanning for vulnerabilities. Bottom line: the Government's Information Availability and its network reliability can be assured through SunGard's secure and scalable connections.



M A N A G E D I T S E R V I C E S

Matching solutions to needs

In IT, the only constant is change. SunGard's Managed IT Services help the Government quickly respond to shifting demands and advancing technologies. All while significantly lowering operating costs and freeing up people and resources for more critical needs.

Key components of SunGard's Managed IT Services are our world-class infrastructure and the experience and up-to-date know-how of our technical support professionals. SunGard's employees are recognized and recruited by SunGard for their skills in information systems management, programming, telecommunications and operations.

There are many benefits to this industry-leading combination. Customers can better predict their costs because they only pay for services used, with expenses based on actual workloads. Customers also avoid high up-front costs and protracted implementation schedules when taking on new projects because SunGard has the technologies and people to ramp up quickly. Best of all, SunGard's inherent reliability and scalability come as part of the package—saving customers the added time and expense required to achieve it themselves.

All in all, Managed IT Services permit SunGard's federal customers to better focus on objectives, increase flexibility, freeing up internal resources and deploying them more wisely for in-house needs.

SunGard's Managed IT Services

complement our robust, redundant infrastructure, providing a world-class operating environment, ideal for organizations that need a secure and reliable IT environment.

MANAGED IT SERVICES

We ask many key questions before we propose any solution. What are the agencies' critical mission objectives? Regulatory requirements? Current capabilities/restraints? Are new projects part of their plan? Will those plans require new software and/or hardware? Can they stay ahead of advancing technology? Only then, with a comprehensive understanding of the Government's IT requirements, do we propose a customized, cost-effective solution involving one or more of our main service offerings.

Hosting Infrastructure Services

SunGard's regional hosting centers are engineered for the highest security and resiliency. They provide customers with low-cost, reliable hosting; systems monitoring; and hardware and software installation services.

Network Services

SunGard's technical support helps customers in provisioning telecommunications circuits. We'll help the Government engineer the best network solution—whether we or the customer provide the circuit—ranging from dedicated DS1 leased lines to ATM or SONET connections.

Managed Storage Services

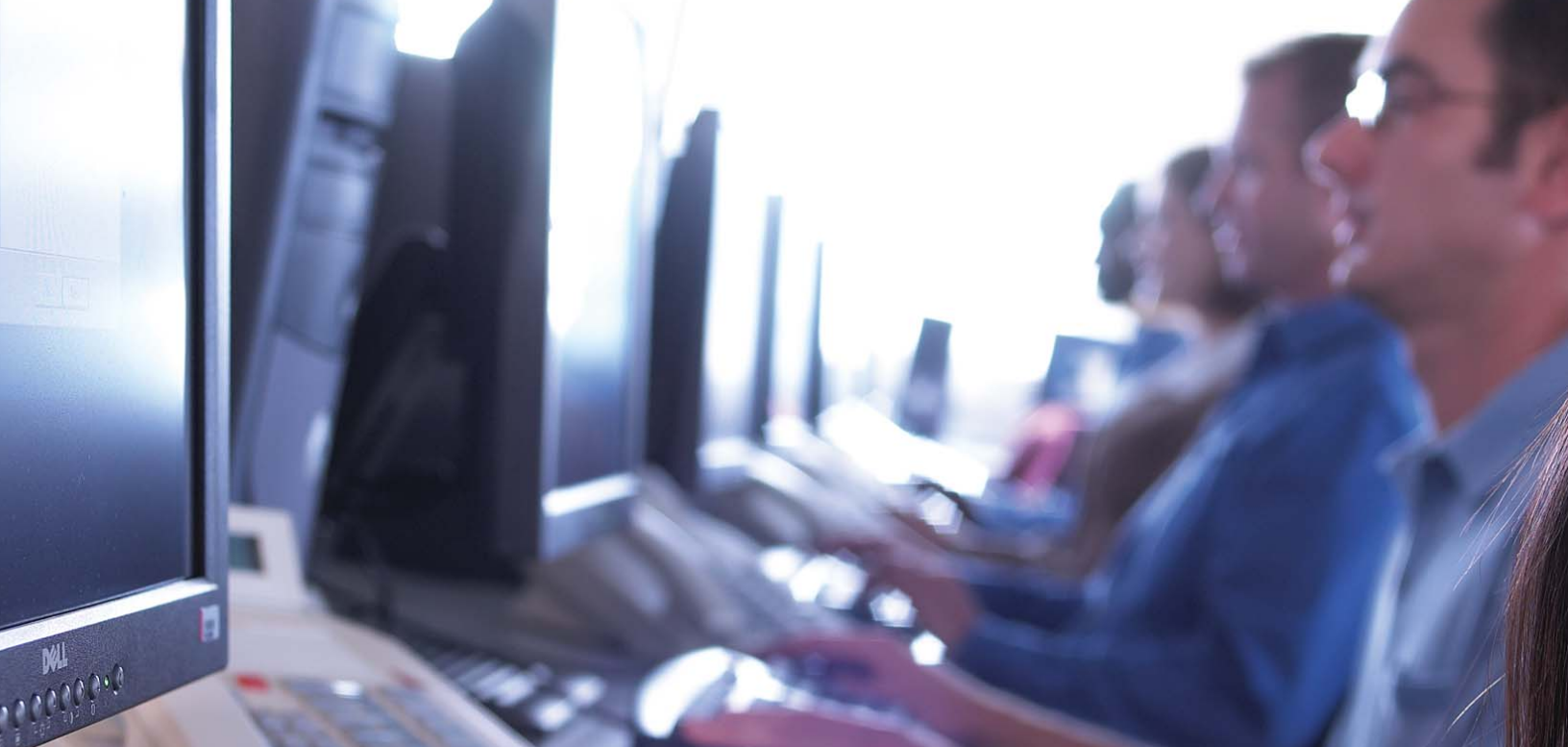
SunGard's backup solutions help assure protected, recoverable data. Should the Government require even faster data recovery, our services such as remote mirroring and replication can reduce recovery times from days to mere minutes and improve recovery point. SunGard's best-of-breed technologies can lower business risks, increase efficiencies agency-wide and refocus money and manpower on mandated objectives.

Managed Security Services

Safeguard agencies against attack from within, or from the outside. Our Managed Firewall Service is ideally suited for Web-based applications requiring 24/7 monitoring and management of firewall equipment. Managed Intrusion Detection helps recognize and respond to attacks—even suspicious behavior. We can also pinpoint vulnerabilities and recommend solutions on a monthly basis.

Monitoring and Management Services

Our monitoring services allow clients to monitor the availability of their hosted systems on every level of their IT infrastructure—even obtain Web-based secure utilization and activity reports.



B U S I N E S S C O N T I N U I T Y S E R V I C E S

Business Continuity – prepare for the worst

115,000 tests, 1,500 disaster responses, and a 100% recovery success rate since 1978. It's a record unmatched in this business. And for good reason. SunGard pioneered the disaster recovery/business continuity industry, and continues to lead it with the most robust infrastructure and most experienced personnel.

Today, SunGard remains the only business continuity services provider with a dedicated network for testing and recovery—The SunGard Global Network—a 25,000-plus mile network backbone that's protocol-independent, managed and monitored, 24/7. It's the best defense against an unplanned event.

IDC, the industry's leading research firm, confirms the value of outsourcing a business continuity plan rather than building an infrastructure. In its 2003 White Paper, "Outsourcing Business Continuity Needs: Ensuring Information Availability While Ensuring ROI," IDC found commercial entities that outsourced their plans reduced their business continuity expenditures by more than 40% and their IT capital expenditures by more than 15%. The Federal government can realize these same levels of savings as well by outsourcing their business continuity needs.

SunGard Availability Services

offers a full portfolio of business continuity services to help ensure that every Government agency is prepared for any unplanned event that impacts the Federal Government's agencies' mandated objectives that define its business.

BUSINESS CONTINUITY SERVICES

SunGard's Business Continuity Services go well beyond providing protection for data and systems. We also provide fully equipped workspaces, with everything needed for employees displaced by disaster to immediately continue their business processes.

SunGard facilities support more than 30 distinct platforms; the latest hardware and software; tape and disk storage; and redundant infrastructure and network connections. And SunGard's own experts are available around the clock to manage the recovery process in three principal areas:

Systems Recovery

Many of SunGard's recovery facilities feature comprehensive support for every major platform; an uninterrupted power supply with diesel generator back-up; climate-controlled environments; fire detection and suppression systems; and direct access to our own private DS3-based, protocol-independent network. All guarded and monitored 24/7 by SunGard's on-site security personnel and/or systems.

End-User Recovery

Worldwide, SunGard maintains more than 20,000 end-user recovery positions—each equipped with a common operating environment, access to voice and data communications, and more. Complete call center voice recovery, call recording and customer support functions are available, too.

Mobile Recovery

Nobody arrives on the scene better prepared than SunGard. Our fleet of more than 50 mobile recovery centers is the largest in the industry. All are fully equipped and ready to roll with voice and data communications, power links and climate control. In the continental U.S., they can be on-site within 48 hours of a customer-declared disaster.



P R O F E S S I O N A L S E R V I C E S

Professional Services – thinking ahead

It takes exceptional planning to keep people and information connected. And SunGard has developed more disaster recovery, business continuity and high availability plans than any other IT consulting organization. SunGard is uniquely positioned to meet all continuity of operations (COOP) requirements.

It just makes sense: the company most trusted to get its clients back in business is also the best qualified to help ensure they never go down in the first place. And our vendor-neutral, platform-independent solutions meet the individualized needs of our customers' preferred systems.

SunGard's complete portfolio of services is focused purely on Information Availability and optimization of business processes. We utilize the most sophisticated, reliable availability and business continuity software tools, which are the foundation of our methodology. Simply put: no other company has more ways to keep the world's largest business in business.

With over 200 Information

Availability consultants,

SunGard's Professional Services

deliver vendor-neutral solutions

using proven best practices and

industry-leading software.

PROFESSIONAL SERVICES

Assessing vulnerability

Let SunGard find weaknesses before a disaster or system interruption exposes them. Using a Business Impact Analysis, we can identify most critical applications and the amount of time that can be afforded to be without them. We'll also use vulnerability assessment and penetration testing to uncover "back doors" that could provide determined intruders access to the Government's systems. We can even assess employees' awareness of security vulnerabilities.

Once the requisite information is gathered and assessed, SunGard employs its extensive experience, proven methodologies and best practices to develop a solution that precisely meets each client's security and budgetary parameters. The knowledge we have amassed about disaster recovery and business continuity is also invaluable in production space planning, backup analysis, information security, regulatory compliance, technology migration services and other strategic initiatives.

Taking charge

In today's economic climate, with IT resources and budgets under increasing pressure, SunGard's Information Availability solutions enable the Federal Government to better control its IT assets and focus its energies on enhancing its agency's success. Put the technical resources and skills of an established, financially stable company to work to help to ensure Information Availability throughout the enterprise.

**To learn more, speak with
a SunGard representative at
888-815-1191 or visit us at:
www.availability.sungard.com**

SunGard Global Network and Facility Locations



SUNGARD HAS 25,000 MILES OF GLOBAL NETWORK LINKING 10,000 CUSTOMERS, INCLUDING MANY OF THE MAJOR

GLOBAL LOCATIONS

Belgium
Canada
Denmark
France
Germany
Luxembourg
Mexico
Norway
South Africa
Sweden
UK



FEDERAL AGENCIES, AND MORE THAN 65 FACILITIES – PROVIDING LOCAL ACCESS TO WORLDWIDE CAPABILITIES.

SUNGARD[®] | Keeping People
Availability Services | and Information
Connected.[™]

**SunGard Availability Services
Federal Government Sales Office**

505 Huntmar Park Drive #100 | Herndon, VA 20170
888-815-1191 | www.availability.sungard.com

**SunGard Availability Services
Corporate Office**

680 East Swedesford Road | Wayne, PA 19087
800-468-7483 | www.availability.sungard.com