Engagement.
Situational awareness.
Assured outcomes.

SUNGARD
**AVAILABILITY
SERVICES**®

Can you prove your organization is truly resilient?

Most business continuity solutions available today are built to help you satisfy compliance requirements, and it's not enough.

Your business and your people need more than that.

You need confidence in an assured outcome when it matters most.

Most business continuity solutions were designed in an earlier time to meet a set of requirements narrower than what you're facing now.

Those solutions are unresponsive to the minute-by-minute dynamics of a real-world incident. They're difficult to use — even for experienced planners.

They are reactive, and incapable of adapting to meet today's requirements for business continuity assurance.

Compliance risk is real and meeting compliance requirements is critical. But you know better than anyone that a fully compliant plan can also be fully irrelevant when it's up to you to face down a real crisis.

We know that, too.

Plans and testing don't deliver outcomes. People do.

It's time for a fresh perspective and powerful new innovations.

Embrace an expanding user community.

For your business continuity solution to deliver Business Continuity Assurance, it has to drive full stakeholder engagement at every level of your organization and at every stage of your program, including BIA, plan design, testing, and implementation.

The solution must have the intelligence and power to capture valuable input and drive effective collaboration between business continuity management (BCM) practitioners and their less-technical stakeholders.

During a crisis or incident, it has to deliver all of your people universal access to business-critical applications from any device, anywhere. It has to equip them with highly secure, real-time connection to their colleagues, plans and the most accurate and relevant information for the situation at hand.

Expect change and accommodate often. Be aware.

What's true in managing an incident is true in planning for one: Expect change and accommodate often.

In fact, in today's world of mobile, cloud, and virtualization, the divide between continuity planning and incident management is disappearing. Your entire organization is challenged with shifting business priorities and constantly evolving IT environment. At the same time, you're faced with ever changing risk of both natural disasters and man-made incidents. You can't get ahead with a static Business Continuity Management solution or information that is out-of-date.

In fact, your business continuity solution can only be effective when it has widespread adoption across your organization.

Get the confidence to make the right moves at the right time.

By making your people and process the guide you draw on your organizations' collective wisdom quickly. We need to reduce the risk of incomplete and unreliable information. We need early headlights so we can prevent local incidents from becoming major disruptions.

But are you effectively enabling your organization to deliver?

That's where we come in.

Embrace an expanding user community.
Expect change and accommodate often. Be aware.
Get the confidence to make the right moves at the right time.

intuitive efficient relevant and aware insightful independent alive

Drive Engagement
Sungard Availability Services (Sungard AS) Assurance^{CM} is built to drive widespread adoption which builds business continuity competency and trust in plans. Help everyone identify the relevant risks.

Be Aware
Stay abreast of up-to-minute changes in your business and IT environment. Assurance^{CM} automates burdensome manual data management.

Prove Effectiveness
Show that you have the right information and confidence that recovery will work when needed.

Welcome to the new era of Business Continuity Assurance.

It's not about software.
It's not about compliance.
It's not even about plans.

It's about building confidence and driving better outcomes.

Always available, always relevant

Assurance^{CM} is about engaging everyone to find potential risks that matter, to guide the next best action, to expect change, and to accommodate often. It's about taking what we learn back to the planning cycle and sharing it across the organization. And it's about having the right information at our finger-tips so our response is timely and accurate; ensuring lowest possible downtime and full recovery.

"Wow... this will save me thousands of dollars in training and travel time"

DIRECTOR,
DISASTER RECOVERY,
Healthcare Company

"Training and communication should be top priorities for BCP leaders"

Forrester Research, Inc., "Benchmark The Performance Of Your Business Continuity Program." September 10, 2012.

Intuitive

Drive program adoption and engagement

From assessing the impacts to your business to plan creation to threat mitigation, every stage in business continuity program management is achievable with minimal training. The reliable data that results from engaged users helps ensure the most compliant and actionable plans.

A solution that works — Designed by you and your peers

The Assurance^{CM} ultra-intuitive user interface is built on a backbone of rigorous user-centered design and new capabilities are continuously validated with over 2000 customers.

- Dashboards serve up real time view of key performance indicators.
- Quick tips and improved usability to guide the novice planner
- Plan visualization — analyze scenarios and preview critical plan elements.

the Assurance^{CM} interface puts the right information in the hands of the right people at the right time.

Efficient

Work smarter
Assurance^{CM} lets you combine the wisdom of the crowd with current, crucial, highly secure information. A dynamic repository is available when you need it most to provide the best plans faster in a federated, visual format.

With dynamic plan and assessment templates, you build a template once, then update the template to push those changes out dynamically to all the plans or assessments from that template.

- Start from a pre-built plan template and customize to meet your needs
- Support for any kind of plan (BC, IT DR, Crisis Management, etc.)

- Calculated criticality and RTOs provide a consistent organizational methodology to be applied, while responding to the realistic needs of the business
- Stakeholders can identify critical dependencies and visualize gaps during the assessment process, helping to make the best business decisions

Stay secure
Elegantly designed role-based security to specify feature, data access. Plan based security roles adds additional controls.

"The biggest challenge is getting participation of everyone in the organization. I haven't seen an easier UI or a more straight forward way of provisioning security access — there's no way our internal developers can deliver this.

At the end of the day — it's about having usable processes so everyone can focus on risk mitigation and not on the tool."

DIRECTOR BUSINESS CONTINUITY,
Leading Insurance Company

Relevant and aware

Planning goes real-time.
Early headlights makes the difference.
Success depends on accurate, relevant
and timely information in any scenario —
be it fulfilling regulatory obligations
or acting in a real incident.

Situational Awareness with Maps
Visualize your company locations on a map and layer real-time feeds of what is happening. Examples — feeds from public data feeds such as Weather, earthquake, hurricane forecasts well as well law enforcement and social media feeds. Be more effective and act fast with instant and location-specific view of risk and possible impacts.

Assessments
Collaborate early and often to understand the needs of your organization. Make the right decisions while informing the planning process.

Plan Lifecycle Management
Guides the next best action with global change management, content management, and plan maintenance.

Emergency Notification
Easily integrate employee call lists and contact information between Assurance^{CM} and leading crisis communication solutions, to deliver automated notification to all stakeholders during an incident.

Relevant and aware

Assurance^{CM} Connect™ Ecosystem
Assurance^{CM} now includes a powerful cloud middleware integration to automate updates of HR, IT and critical corporate data that is required in plans.

- Eliminates need for specialized coding and data management
- Help planners and program administrators focus on real risks in their program vs. manual drudgery and organizational churn in finding accurate data
- Synchronization of recovery data with production realities
- Increased confidence in resulting actions
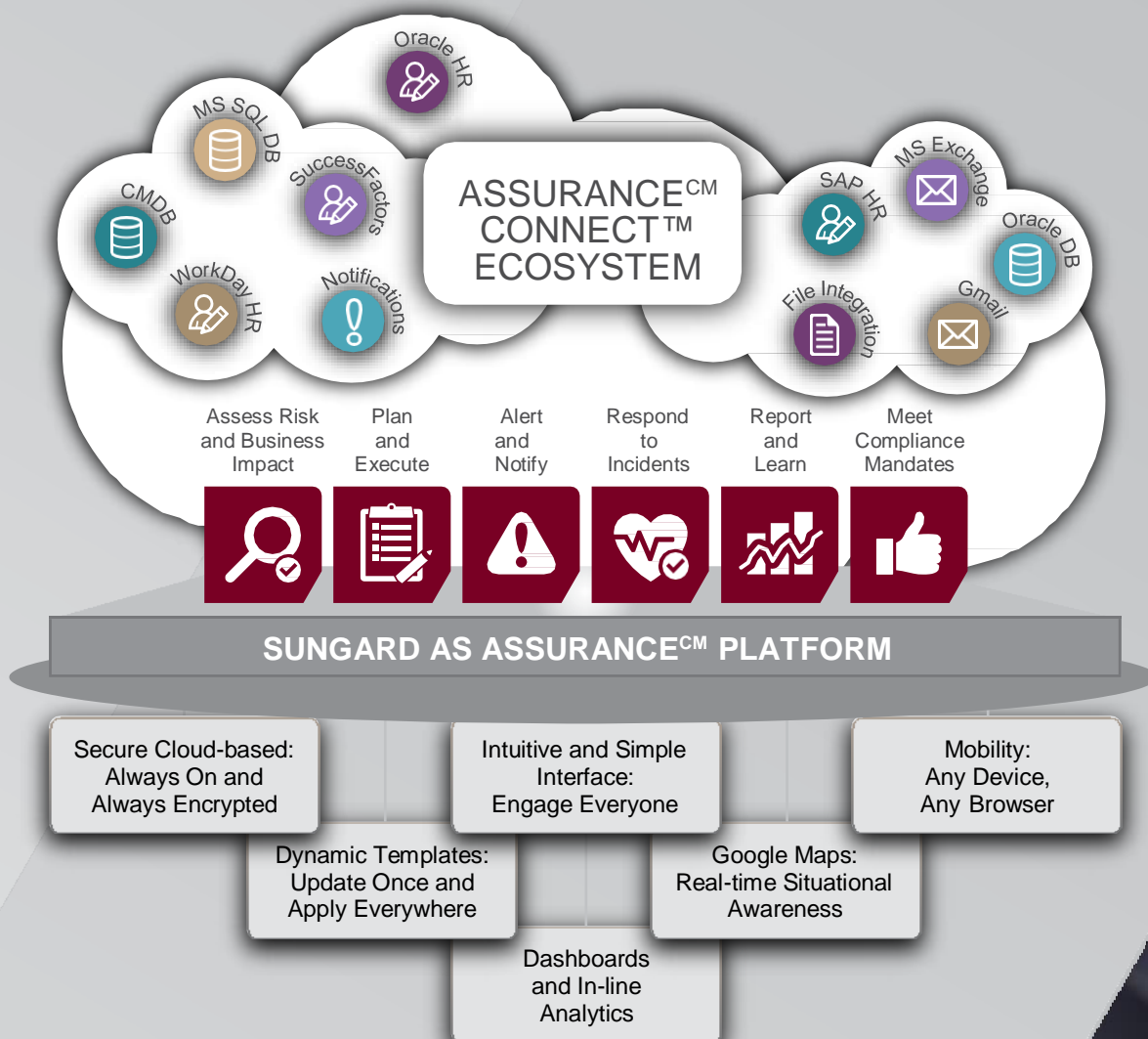
Insightful

Assess real risks and easily communicate the impact

Stakeholders and our organizations simply want to understand "are we ready and can we bounce back into regular business operations". Communicating readiness shouldn't be a one-time event — this needs to be a dynamic and on-going dialogue. Assurance^CM reporting is built to quickly answer any question about your program and deliver real insights.

In-line Reporting

Eliminates need for specialized reporting or business intelligence skills. Simple drag and drop and filter the information the you need at the moment.

What-if scenarios

Think ahead and model scenarios before incidents strike. Pre-built queries help you quickly visualize plans and exact tasks and roles.

"More than half of all BCPs are created to address specific risk scenarios"

Forrester Research, Inc., "Benchmark The Performance Of Your Business Continuity Program." September 10, 2012.

RTO Dependency and Gap Analysis

Assess readiness and quickly hone in on areas that need help. Plan reporting widgets depict missed dependencies between applications, processes or IT assets. For example, a negative RTO is a trigger event, allowing you to prioritize efforts and engage planners and business stakeholders on the correct RTO/RPO expectations.

Risk has financial consequences.
Two thirds of companies with revenues greater than $5 billion encountered material risk events in the last 3 years.

And 42% of CFOs say they are not as prepared as they should be.

"The New Value Integrator: Insights from the Global Chief Financial Officer Study"

Independent

No training. No IT. No boundaries.
Unfettered by traditional IT constraints,
Assurance^{CM} connects you to the
people, plans and information
that matter most.

**Software-as-a-Service
(SaaS) deployment**
With no client software downloads, plus
free updates and new features faster,
Assurance^{CM} eliminates the need for
CAPEX, IT overhead, and hassles.
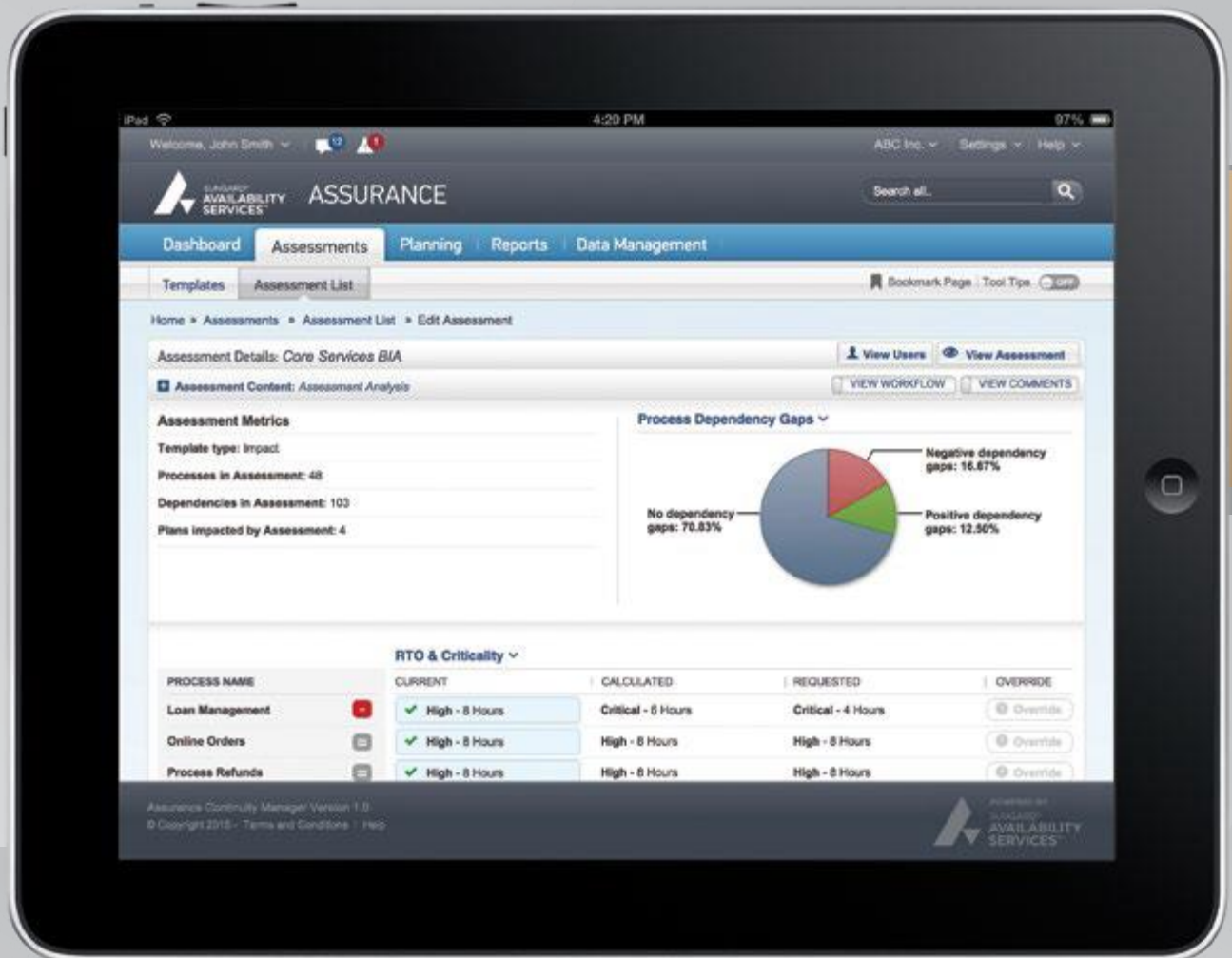
Any time, anywhere access
Face it incidents or disasters can strike
at any time. Pull up your plans and key
task wherever you are.

Cross-browser support
Because Assurance^{CM} supports
Chrome, Safari, Internet Explorer and
Firefox browsers, you can drive wider
adoption, stronger engagement —
and better plans.

Mobility
Assurance^{CM} delivers smart phone and
tablet support. And with responsive
design, the look and feel of the
interface is tailored to device screen
size and resolution automatically.

Alive

Always up, always available
With in-the-moment scenario building and proactive discovery, Assurance^{CM} guides next best actions under any load with up-to-the-minute insights. These insights begin with the confidence in knowing your program is supported by our commitment to reliability, security, and support for the regulatory compliance requirements that affect your business.

Performance and Uptime SLA
Experience Sungard AS on Sungard AS. We own and operate the most secure data centers in the world. 100% application uptime SLA. Our data centers offer triple site redundancy in the US with hot site failover and we are fully compliant with SSAE 16, Safe Harbor, PCI and ISO 27001.

Security and Privacy Customer data is always private and secure, and encrypted both in transit and at rest.

Sungard AS Hosting
Hosted on world-class, secure, fast infrastructure, Assurance^{CM} is "Sungard AS on Sungard AS".

"No one prints plans. We need the relevant information in our hands at time of incident"

VICE PRESIDENT,
Risk Management, Manufacturing Company

"Can we be more proactive? Yes! Assurance^{CM} delivers on the promise of real-time risk intelligence"

SENIOR DIRECTOR,
Risk Resilience, Tech Company

About Sungard Availability Services

Sungard Availability Services is the 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 provide production and recovery services tailored to help them achieve their desired business outcomes. Leveraging 35 years of experience, Sungard AS designs, builds and runs critical IT services that help customers manage complex IT, adapt quickly and build resiliency and availability.

To learn more about AssuranceCM in Australia and New Zealand, contact Critchlow Ltd.

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