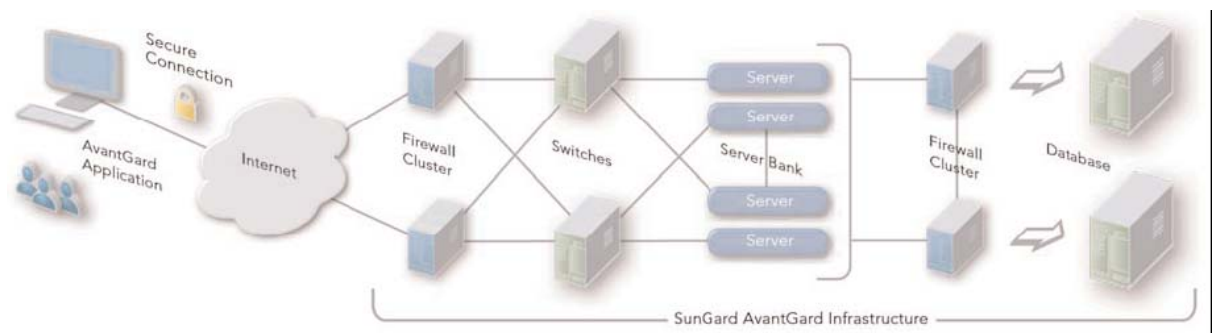




## AVANTGARD RECEIVABLES HOSTING SERVICES

SunGard AvantGard extends its commitment to delivering flexible solutions to meet our customers' diverse requirements by offering IT and Application Hosting Services. AvantGard's Hosting Service provides your business with outsourced IT and hardware management.

AvantGard Hosting Services reduces the total cost of ownership of your application by decreasing the IT and infrastructure costs while also offering a single point of contact for all IT support and management requirements.



In a hosted environment, users can access any AvantGard application from any location globally, via a secure connection. With user-defined performance and availability service levels, corporations, financial institutions and the public sector can improve quality of service (QoS), gain highly reliable network performance and enhanced application and upgrade management.

AvantGard Hosting Services is supported in a highly secure 24x7 data center. The data center is a fully managed environment, with various levels of disaster recovery or high availability configurations. Any AvantGard solution can be managed with AvantGard Hosting Services in a SAS70 Type 2 certified environment.

## FACILITY & SECURITY OVERVIEW



High availability hosting infrastructure at secure data centers supporting mission critical financial data:

- Secure Virtual Private Network (VPN) and outbound communications for remote connectivity
- Connect to co-location via a site-to-site VPN Tunnel / Data is transferred using SFTP
- Test and production environments
- 24/7 support including monitoring of systems
- Server failure management
- System backup and data storage
- Fully audited (e.g. SAS70 Type 2) and hardened facility
- Service Level Agreement with 99% of AvantGard Receivables Solution

### Back-up UPS and Power Supply

The AvantGard Hosting Service offers 4 UPS Supplies (3 at 500 kva). These are redundantly linked to each other and have a run-time of 15 minutes - 2 hours depending on load. At the time of a power outage, the four fault tolerant generators each with 1.25 megawatts of power and 1,000 gallon fuel tanks, connect via ATS (Automatic Transfer Switch) to the environment to keep it powered (with fuel trucks on 24 hour standby).

### Network Infrastructure

The hosting facility is one of the largest and most fault tolerant networks in the region, composed of full mesh of OC12 (622 Megabit) and OC48 (2488 Megabit) links throughout the coverage area. Using micro fiber connections, the facility has capacity to over 8 gigabits between nodes connecting to Internet backbones at redundant data centers in New Jersey and New York, linking directly to most of the major networks including Sprint, UUNet, Cable & Wireless, AOL, Level 3 and others. The network infrastructure is maintained in a secure, 24/7 data facility.

### Security

The hosting facility employs multiple methods of physical and policy security measures in a 24/7 facility with round the clock staffing, including the following:

- Intruder & Fire Alarm Systems Linked to Local Authorities
- Security surveillance at all entrances/exits including all sensitive areas such as call & data center
- Video logs are maintained for a minimum of 90 days utilizing a motion sensitive mpeg system
- Heat and smoke detection systems with heat sensitive sprinklers and fire extinguishers
- Visitors are logged and escorted, all employees are badged, access records never deleted
- Restricted access to secure server, data, and cabling/wiring areas
- Controls: Keycard, Biometric (Human Step, Anti-tailgating, Finger Print, Facial Recognition)
- Use of Mantraps to Secure Access, Detect Intruders and Prevent Entry
- Criminal checks conducted for all employees working with client data
- Documented Waste Disposal, Emergency and Disaster Recovery policies

## SERVER & SOFTWARE INFRASTRUCTURE

### Server & Software Infrastructure

AvantGard Hosting Services is deployed in an environment with a four server configuration that is shared across multiple customers. The four servers encompass one Production Application Server, one Production Database Server and one Staging Application Server and one Staging Database Server. All servers are DELL and the Operating System is Red Hat Enterprise Linux.

- Oracle Standard 10g Database
- OS Patching
- JBoss Application Server
- TrendMicro Virus Protection

### Software, Database, and Upgrades

All software and database upgrades are part of the standard maintenance, to the extent the customer chooses to upgrade to the latest version, and it is covered under their support agreement, then SunGard will perform the upgrade without additional service fees.

### Scheduled Maintenance and Downtime

Standard maintenance is scheduled based on mutual (SunGard and Customer) agreeable times and durations. This scheduled maintenance includes standard scheduled jobs such as log rotation and nightly back up execution.

### OS Patching

If the operating system needs to be patched, OS level patches are evaluated by SunGard AvantGard to determine the severity of the risk level. Critical patches, especially security related, may be applied without notice to the customer. OS level patches deemed to be of a lower priority are ported to the production environment during a scheduled maintenance period. These patches may be ported to staging servers and made available to customers for testing prior to elevation to production. The customer is not required to test OS level patches.



#### Key Challenges:

- Lack of IT Resources
- Unable to Support New Implementations
- Disparate Support Structure
- Slow Response Time to Requests
- Require Sarbanes-Oxley Compliance

#### AvantGard Hosting Services:

Hosting services for management of IT, application & production server infrastructure and security.

#### Benefits:

- Secure & Managed IT Environment
- Dedicated Support Team
- Lower Total Cost of Ownership
- Accelerated Implementation Program
- Intimate System Knowledge
- Single Point of Contact

## SERVER FAILURE MANAGEMENT

### Production Application & Database Servers

In the event of failure, users will be cut over to the development/test application and/or database servers which would have connectivity. Users will have visibility to data in this environment as of the previous load (typically performed daily). Once the production application and/or database servers are back online, the users will be immediately cut back to the application and/or database servers. Expanded disaster recovery components can be added for additional fees if desired.

### Service Level Agreements

The standard AvantGard Receivables Hosting Service guarantees 99% up time of the AvantGard Receivables application outside of scheduled maintenance. Run times of batch jobs are considered up time. Up time calculations do not include hardware failure or customer internet or infrastructure failure. Hardware failure can be covered by our disaster recover service for an additional fee. Down time calculations are based on the time from the initial customer notification to SunGard to when the application access is restored.

In the event that a customer does experience any deviations from this Service Level Agreement, a provision has been made to allow customers to earn credits equal to 7.5% of monthly hosting fees for every full 1% deviation in the uptime guarantee. Data is backed up nightly and transmitted to an offsite facility. All restoration agreements are subject to third party agreements with DELL for hardware support; this includes 24/7 support from DELL with a 4 hour maximum turnaround time for equipment, subject to DELL agreements.

## DEDICATED HOSTING OPTION

AvantGard Hosting Services for the Receivables product line are offered at two core levels; Standard and Platinum. The Platinum level contemplates dedicated servers at a higher service rate. If this of interest, a more detailed specification can be developed.