



SUNGARD AVANTGARD

Hosting and
Managed Services

AVANTGARD HOSTING AND MANAGED SERVICES

SunGard meets its customers' diverse set of requirements by not only bringing to market scalable, flexible, and industry leading software solutions, but delivering and supporting these applications in fully managed and hosted environments. SunGard's AvantGard Hosting and Managed Services provide customers around the globe with outsourced infrastructure, secure network connectivity, and operations management together with technical and application management services by leveraging SunGard's leadership in managed services and renowned disaster recovery expertise and through the adherence to industry accredited delivery frameworks and best practices.

AvantGard Hosting and Managed Services reduce the total cost of ownership (TCO) by decreasing and securing direct and indirect IT and application administration costs under a long term, predictable pricing agreement. Our service delivery model ensures a single point of contact for all IT support and application management requirements.

Our comprehensive application specific and business relevant service level agreements guarantee system performance, availability, and incident response time when issues arise. Through enhanced monitoring capabilities across the entire solution stack our customers can noticeably improve their quality of service. AvantGard Hosting and Managed Services are supported by multiple highly secure accredited data centers, all of which are managed by SunGard personnel.

SunGard Data Centers support the mission-critical processes and applications of many leading global organizations. Our data centers provide a secure and fully managed environment ensuring that each client's unique technology footprint including both application and infrastructure configurations are under 24 hour management by domain experts and that expectations and requirements for system availability and business continuity are met or exceeded.

TOTAL PRODUCTION SUPPORT

Managed Services for IT infrastructure

- » Disaster recovery and business continuity
- » Implementation and configuration services
- » Technical and functional administration
- » Upgrades and environment optimization

PROMOTES SECURITY AND EFFICIENCY

Traditional in-house or third-party teams supporting enterprise-wide applications can often be challenged in identifying the root cause, and the path to resolution, for incidents which may arise from time to time, impacting system availability and performance. The resolution process is not-only business disruptive for application stakeholders but carries with it a hard cost as user productivity grinds to a halt and critical financial transactions are unable to be executed. Complex in-house or third-party outsourcing agreements may further complicate this issue as multiple areas of overlapping responsibility can be created, often with no direct contact between the software vendor and the software host. However, the hosted and managed services offered by SunGard mean that responsibility for incident resolution is always clear and the dependent support channels are efficient.

Your Key Business Challenges

- » Dependency on costly internal IT support and administrative resources
- » Lack of budget control and forecast ability
- » Ongoing and expensive investments in internal IT infrastructure - people, process and technology that are constantly changing
- » A disparate, inefficient, unresponsive, multi-dependent support structure
- » Increased regulatory, risk management, audit, control and compliance pressures
- » Timeliness in the provision of new assets to support business expansion and growth

Benefits of a SunGard Hosted and Managed Environment

- » Increased flexibility to meet changing business and market conditions
- » Enhanced service quality due to focus under a single supplier model
- » Lower and predictable operating costs
- » Greater flexibility and ability to define the requisite service model
- » Adherence to industry best practice
- » Keeping pace with innovation in technology, process and operations



FOUNDATION HOSTING SERVICES

AvantGard offers highly available hosting infrastructure at multiple secure data centers that are designed to support mission critical, sensitive data. Developed through our unique ability to combine technical and functional disciplines, our comprehensive Foundation Hosting Service allows us to extend traditional hosting to the application layer and, as standard, we include the following services:

- » Technical support of customer environments - 24 hours per day, 365 days per year
- » Dedicated AvantGard service delivery and operations management teams
- » Full AvantGard application monitoring and maintenance (including software patching)
- » Hardware monitoring and maintenance
- » Operating system and database monitoring, management and maintenance
- » Off-site system backup with encrypted data storage
- » Transparent control framework (SSAE16 Type II) from the data centers and AvantGard Operations Team
- » All dependent third party software and license management and maintenance
- » Detailed service performance reporting
- » Proactive incident management process
- » Business-focused Service Level Agreement (SLA)
- » Anti-Virus and other threat protection
- » Guaranteed second site Disaster Recovery (DR) capability with annual testing

MANAGED TECHNICAL AND APPLICATION SERVICES

In today's marketplace, everyone is facing a common challenge; more return with lower costs, more integration, less complexity, more efficiency, less waste, more change, and lower risk. In support of these business challenges, but recognizing every SunGard customer has a unique DNA in terms of their solution and their internal operating environments, SunGard offers a range of optional managed technical and application services. These managed technical and application services can be tailored to an organization's specific requirements in order to provide targeted and measurable business value.

MANAGED TECHNICAL SERVICES

Extend to technical management of AvantGard software, third-party technology dependencies and IT task automation and management:

- » Managed major upgrade releases for AvantGard applications
- » Third party interface configuration and exception management
- » Batch job processing, script development and maintenance
- » Third party and internal audit program assistance
- » Development, deployment and maintenance of reports and interfaces

MANAGED APPLICATION SERVICES

These services are consumed in support of the actual day to day functional operation and administration of your AvantGard software and include:

- » System static data setup and ongoing maintenance
- » Application level user and role administration
- » Accounting and general ledger management services
- » Collections and credit management
- » Report operation and scheduling (including security and audit reporting)
- » Data feed verification and notification of failure (e.g. bank and ERP system feeds)
- » Payment workflow configuration management

SUNGARD - A TRUSTED PARTNER

The selection of SunGard as a partner in the Hosting and Managed Services domain will serve as the optimal platform for ensuring standardized processes across your receivables, treasury and payments business functions - regardless of size. By choosing to migrate technical and functional services to SunGard, you can minimize project risk and cost, as well as introduce transparency and best practice to your business operation. A scalable SunGard deployment also facilitates ease of expansion for future known and unforeseen requirements.

For a detailed proposal or if you have any questions regarding how SunGard can help your business across the receivables, treasury, payments, messaging or connectivity domains, please contact us at avantgardinfo@sungard.com. www.sungard.com/avantgard



About SunGard's AvantGard

SunGard's AvantGard is a leading liquidity and risk management solution for corporations, insurance companies and the public sector. The AvantGard solution suite includes credit risk modeling, collections management, treasury risk analysis, cash management, payments system integration, and payments execution delivered directly to corporations or via banking partners. AvantGard solutions help consolidate data from multiple in-house systems, drive workflow and provide connectivity to a broad range of trading partners including banks, SWIFT, credit data providers, FX platforms, money markets, and market data. The technology is supported by a full range of services delivered by domain experts including managed cloud services, treasury operations management, SWIFT administration, managed bank connectivity, bank on-boarding, and vendor enrollment. For more information, visit www.sungard.com/avantgard.

About SunGard

SunGard is one of the world's leading software and technology services companies. SunGard has more than 20,000 employees and serves over 25,000 customers in more than 70 countries. SunGard provides software and processing solutions for financial services, education and the public sector. SunGard also provides disaster recovery services, managed IT services, information availability consulting services and business continuity management software. With annual revenue of about \$5 billion, SunGard is ranked 434 on the Fortune 500 and is the largest privately held business software and IT services company. Look for us wherever the mission is critical. For more information, visit www.sungard.com.



www.sungard.com/avantgard

For more information, contact us at avantgardinfo@sungard.com

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