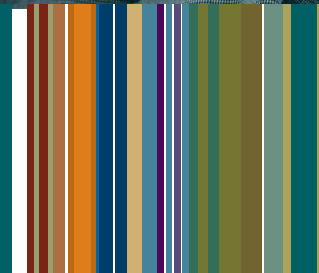




SUNGARD AVANTGARD HOSTING &
MANAGED SERVICES



AVANTGARD HOSTING & MANAGED SERVICES

SunGard meets its customers' diverse set of requirements by delivering scalable, flexible solutions that can be fully managed and hosted. SunGard's AvantGard Hosting & Managed Services provide your business with outsourced IT, hardware and application management by leveraging SunGard's leadership in managed services and renowned disaster recovery expertise.

AvantGard Hosting & Managed Services reduce the total cost of ownership of your applications by decreasing both direct and indirect IT and infrastructure costs with the additional benefit of providing a long term, predictable cost model. Our service model also offers a single point of contact for all IT support and application management requirements.

In a hosted environment, users can access any AvantGard application from any location globally, via a secure connection. With guaranteed system performance, comprehensive monitoring and availability

levels user defined through our service level agreements, corporations and the public sector can improve their quality of service (QoS), as well as gain highly reliable network performance and enhanced application and upgrade management. AvantGard Hosting & Managed Services are supported by multiple highly secure, accredited data centers all of which are owned and managed by SunGard Availability Services.

SunGard's data centers support the mission-critical processes and applications of many leading global organizations. The data centers are in a secure and fully managed environment ensuring that our client's varying levels of disaster recovery, system availability and application/ infrastructure management configurations are met or exceeded. If your company is already a customer of these services, the process to migrate additional applications from AvantGard is simple. Any AvantGard solution can be managed within AvantGard Hosting & Managed Services.

Key Business Challenges

- Lack of IT resources
- Inability to support new implementations
- Disparate support structure
- Slow response time to requests
- Need for Sarbanes-Oxley compliance
- Requirement to manage complex financial instruments

Benefits of a SunGard Hosted and Managed Environment

- Faster response time
- Accelerated implementation program
- Dedicated, 24/7 support team
- Helps to lower the total cost of ownership
- Intimate system and application knowledge
- Single point of contact
- Secure and reliable IT Infrastructure

AvantGard Hosting Services:

Hosting services for management of IT, disaster recovery, project services, application, upgrades and databases

PROMOTES SECURITY & EFFICIENCY

Traditional, in-house IT support, combined with enterprise-wide applications, often present difficulties in identifying who has responsibility for issues that may arise. This can result in inefficiencies in the support process. Third party outsourcing 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, hosting applications with SunGard means that responsibility for issues and associated support channels are always clear and efficient.

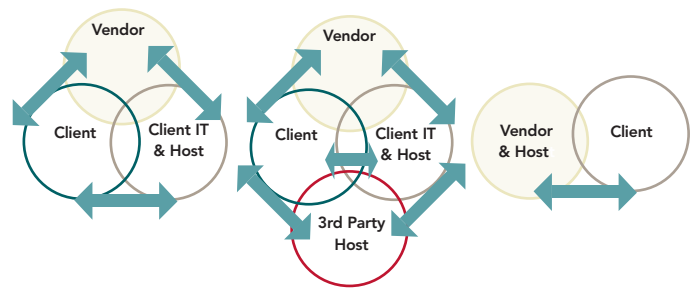
Managed Hosting Services

AvantGard offers a highly available Hosting & Managed Services infrastructure at multiple secure data centers that support mission critical financial data.

- Secure Virtual Private Network (VPN) and outbound communications for remote connectivity
- Dedicated 24/7 customer relationship support team
- 24-hour technical support including monitoring of systems
- Operating system and database management
- System backup and data storage
- Fully audited (SAS70 type ii accredited) tier IV, rated1 data centers and hardened facility
- 99.999% network reliability

“SunGard is the only complete solution provider.”

-The Forrester Wave: Disaster Recovery Service Providers, Q1 2006



Project Services

The following services are provided as part of the implementation project scope (agreed upon by SunGard and the customer) and are charged for on a time and material basis.

- All hardware requirements associated with our client's production, DR and UAT environments
- Hardware Installation and set up
- Installation of system and AvantGard software
- Changes to software during implementation
- Disaster recovery plans

Disaster Recovery

Base tape level backups are provided with AvantGard's Hosting & Managed Services. Additional disaster recovery components can be added if desired.

- Multiple levels of disaster recovery services are offered; from cold restoration of tapes on bare metal to hot mirroring of servers in an alternate location
- Management of production database backup/restoration to disaster recovery environment
- Service recovery (based on technical consulting rates)

TECHNICAL AND APPLICATIONS MANAGEMENT

Optional Services

Depending on your needs, we can offer any combination of the services listed below—tailored to your specific requirements with a customized set of service level agreements in place.

The following are optional, enhanced services that can be added as required to your AvantGard Hosted and Managed Service, and are not covered by standard maintenance.

Application Management

This includes application management of the AvantGard software and user security management functions:

- User security access rights
- Reporting - operation and scheduling
- Data feed verification and notification of failure (e.g. bank and ERP system feeds)
- Security key implementation
- Deployment of new reports, interfaces and polling/parsing scripts
- System parameter changes
- Data maintenance
- Day-to-day use of the system features

Managed Technical and Database Administration Services

This offers technical management of the AvantGard application environment including database administration and maintenance of optional DR location and feed. This service includes:

- Management of the AvantGard technical environment



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- A scalable deployment allows for potential increases in business operations that may require hardware and / or software changes
- Maintaining and the backing up of mission critical data
- Database Administration (DBA)
- Database replication service

Managed Upgrades

This service enables customers to pre-contract installation of upgrades and patches to the application software as they are made available. This service includes:

- Installation of point releases and upgrades
- Upgrade of migration planning



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- Setup of upgrades for the user acceptance testing (UAT) environment
- Migration/upgrade of the production environment

SunGard – A Trusted Partner

The selection of SunGard as a partner in the Hosting & Managed Services domain will serve as the optimal platform for ensuring standardized processes across your organization—regardless of its size. By choosing to migrate your IT operations to AvantGard Hosting & Managed Services, you will minimize project risk and

cost, as well as introduce best practices to your operations. 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 treasury, receivables, payments, reconciliation or capital market domains, please contact us at avantgardinfo@sungard.com. www.sungard.com/avantgard

www.sungard.com/avantgard

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

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