

Sungard with CMS

DR leader transforms recovery and production efficiencies through automation.

Overview

Sungard AS provides managed IT, information availability consulting, business continuity management software and disaster recovery services to clients in North America, Europe and India.

Challenge

Traditionally, the majority of the disaster recovery processes/tasks were very manual, requiring increased levels of expertise (especially in a time of significant technological evolution). Yet, no matter how skilled an organization might be, a forced reliance on manual tasks inevitably leads to human error, increased costs and difficulties in executing recovery processes and providing visibility. This solution/program goal would enable Sungard AS's vision of making Disaster Recovery fully touch free, reducing the manual effort, human errors, recovery times and cost, while bringing a seamless/frictionless experience to Sungard AS customers.

The RES orchestration framework has immense value that extends beyond disaster recovery. Specifically, it can assist in data center migration, new customer on boarding and has potential to be deployed outside of the Sungard AS network in customer premises.

Solution

Sungard AS wrote a proprietary program extracting IT blueprint data from Micro Focus® Configuration Management System and feeding it into Micro Focus Operations Orchestration to create and execute recovery procedures programmatically.

Sungard AS provides the solution architecture and design requirements and uses Micro Focus Professional Services as its development arm. Today the services team is assisting Sungard AS to extend the solution framework to production as well as to continue hardening recovery services.

Through its groundbreaking proprietary solution leveraging software, Sungard AS has been able to optimize flexibility and agility, lower costs, reduce errors, lower risk, speed response time, ensure data consistency and visibility, improve service to customers, increase profitability and scale for growth. Sungard AS is in the top 5% of customers based on the volume of CI's due to their multi-tenant customer base and growth.



At a Glance

- **Industry**
Software & Technology
- **Location**
United States
- **Challenge**
Sungard needed touch-free Disaster Recovery, reducing the manual effort, human errors, recovery times and cost.
- **Products and Services**
Configuration Management System (CMS)
Server Automation (SA)
Operations Orchestration (OO)
- **Results**
 - + Reduces infrastructure build-time for customers by an average of 70% to 75%
 - + Reduces recovery time by 60% to 65% for improved RTO performance
 - + Increases success rate of Disaster Recovery (DR) testing from industry average of 35%–38% to 94%

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Results

Sungard Availability Services Recovery Execution System (RES) using Micro Focus Software, delivered the following benefits:

- Enables complete end-to-end automation, orchestration and touch-free execution of all infrastructure and application recovery procedures (by translating IT topology/ blueprint data from Micro Focus CMS into end-to-end Execution Workflow that then gets executed leveraging Micro Focus OO')
- Eliminates costly, time-consuming and errorprone manual maintenance and execution of recovery procedures
Reduces infrastructure build-time for customers by an average of 70% to 75%
- Reduces recovery time by 60% to 65% for improved RTO performance
- Increases success rate of Disaster Recovery (DR) testing from industry average of 35%-38% to 94% (excluding failures totally controlled by customers such as issues with backups that are under customer management)
- Reduces service delivery costs significantly

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