

Data Protection and Data Recovery Services



Recall, in alliance with SunGard, provides the industry's most comprehensive data protection and data recovery solution. Together, we provide you with a robust data backup solution, and in case your building is unavailable, we'll provide a place for you to go to restore that data.

By combining Recall's Data Protection Services, which provides secure, off-site protection and regular rotation of backup media, with SunGard's Disaster Recovery services, the joint offering will help customers mitigate risk by helping to ensure that information is not only managed securely and efficiently off-site, but also that recovery systems are available to bring data quickly back into business operations following an interruption or disaster.

With this service you get all the features of Recall's Data Protection Services, plus:

- Access to hardware, network and storage platforms that are compatible with your unique setup
- A place to recover your tapes, data and applications
- A secure location for your employees to go if your building is inaccessible
- Work stations for your employees including a desk, phone and internet access so that business processes can continue

You'll benefit from:

- Reduced demands on your IT staff
- Protection and efficient restoration of your mission critical data
- Access to world class recovery facilities
- Maximized productivity with decreased downtime and minimal workflow interruptions

Business Continuity—A Top Priority

Business Continuity is a top priority, not just to comply with current regulations, but also because organizations have become so dependent on their data and related systems that even a short period of downtime can have a serious impact on their business.

Most companies are backing up data, but in the wake of a disaster—natural or man-made— the real issue is getting the applications back up and running. Developing and executing a business continuity strategy that works is a complex process and requires the assistance of information management and information recovery people.

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Service Specifications

Recall's and SunGard's Information Availability services include:

Disaster Recovery Services

SunGard's Disaster Recovery Services include End-User, Network and Systems Recovery Services, allowing you to:

- Rapidly and reliably recover systems and data
- Utilize the SunGard Global Network, our privately-managed network for testing and recovery
- Create a customized solution with the right strategy and tactics for your organization

Data Protection Services

Recall's Data Protection Services provide secure, cost efficient tape back-up and rotation, providing you:

- Insurance against data loss
- The ability to archive or rotate tapes
- Automated tape rotation monitored by data protection experts
- Online tracking system that shows "live" information regarding your media

About SunGard Availability Services

SunGard Availability Services is the pioneer and leading provider of Information Availability solutions helping to ensure uninterrupted access to mission-critical data and systems. We enable more than 10,000 clients worldwide to keep people and information connected through customized enterprise-wide solutions that support people, processes and infrastructure.

We provide a complete portfolio of Information Availability solutions using over 3 million square feet of secure, redundant facilities supported by a 25,000 mile global network, 25 years of experience and over 2,000 expert resources in managed IT, professional and business continuity services. SunGard is known for helping customers get back in business quickly after an unplanned event. We're also the best qualified to help ensure that businesses never go down in the first place.

About Recall Corporation

Recall Corporation, an Atlanta, GA based company, is the one of the most comprehensive global records storage and information management company committed to customer service excellence. Recall operates over 300 locations, in 24 countries, spanning 5 continents. Recall's clients range from Global 2000 enterprises to start-ups and trust Recall to securely protect, store and destroy their most sensitive information thereby mitigating risk and providing peace of mind. Recall actively incorporates Six Sigma principles into its customer order system. Called Perfect Order, the proprietary program enables the execution of a work order on time, every time with 100 percent accuracy. Recall, a wholly-owned subsidiary of Australia-based Brambles, was founded in 1977 and reinvented as a separate global entity in 1999.

SUNGARD® | Keeping People
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Connected.®

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