

HOSTING SERVICES

End User Experience Monitoring



HTTP 404: You just lost a customer.....

In the interactive marketplace, end users have very little patience for sluggish applications and slow page loads. It's quite simple: The longer the hourglass icon appears on your page, the less likely your customers will stay or return to your site. Yet although it's understood that the capacity and quality of IT infrastructure inside the data center is critical to businesses, many fail to look beyond the walls of their hosting environment to measure the quality of their customers' experience when interfacing with their Web applications.

Unfortunately, your customers don't access your applications and Web content from the cage in your data center. Your Web apps must traverse thousands of miles of fiber over multiple networks before reaching their destination. These variables play a key role in the overall delivered quality of your applications, and should be monitored and reported on so your teams can take action to ensure that each end-user's quality of experience (QoE) is exceptional.

Savvis and Gomez: Understand your Web Ecosystem Savvis has engaged Gomez, the leader in Web application experience management, to deliver a monitoring tool that complements our managed hosting solutions and provides you with valuable insight into how end users experience your applications. Savvis EUEM, powered by Gomez offers advanced monitoring capabilities that deliver valuable insight on your application performance, alerting team members to problems and allowing them to troubleshoot performance issues. EUEM also provides the detailed diagnostics needed to fine tune your applications so they perform flawlessly where it counts: on your customer's desktop. Here's how:

Active Monitoring

EUEM monitoring services measure performance from inside and outside a corporate firewall, across the Internet, and all the way to an end-user machine. Companies are alerted whenever their Web applications encounter performance problems, and are provided with the information they need to quickly find and fix those problems. This helps ensure maximum uptime, quick response times, and the delivery of quality Web experiences to customers worldwide.

Active Web Performance Monitoring from the Internet Backbone

- **Active Network XF™:** Monitors website measuring the response time, availability and consistency of single page or multi-step transactions from up to 80+ major cities and networks around the globe. Because EUEM external website performance testing originates outside the firewall, it gets you one step closer to the perspective your customers' experience by monitoring

Measure Customer Experience

- Web Application Performance Monitoring of your Savvis-hosted web applications
- End User website monitoring
- Measure application performance from 80,000 real-world locations
- Identify root cause of service impacting events
- Event notification
- Robust web-portal reporting
- Offered as either a fully managed offering, or a self-service tool



website performance across the Internet's main highways. With real-time alerting and full object level detail on every test run, you can quickly find and fix the root cause of performance bottlenecks and failures

Active Web Performance Monitoring from the Last Mile

- **Active Last Mile XF™:** Monitor performance from the "edge of the Internet". Active Last Mile is the desktop measurement component of the EUEM and relies upon the Gomez ExperienceFirst Network of over 80,000 end-user desktop computers located in 162 countries worldwide. Gomez' Active Last Mile XF measures the response time, availability, and consistency of your company's multi-step transactions and web pages from tens of thousands of consumer-grade desktops across different connection speeds, ISPs, and geographies. With this "last mile" perspective, companies can assess how site changes, geographic location, and bandwidth constraints affect the way your customers experience your website.

Fully Managed or Self Service Models

Recognizing the unique needs of every business, Savvis offers End User Experience Monitoring as a self service tool and as a fully-managed offering.

- **Customer-Managed EUEM** provides robust functionality for measuring and monitoring end user experience through a self-service tool.
- **Savvis-Managed EUEM** offers all of the same advantages that are included in the self-service tool, as a fully managed offering. Savvis provides complete set-up, scripting, receiving/responding to alerts, report creation, change management and support for the service

About Gomez

Gomez, Inc. is a leading provider of web application experience management services, which businesses use to test their web applications while in development and to monitor their web applications after deployment. More than 2,000 customers use Gomez's on-demand services to improve the quality of the web experience in order to increase their revenue from web applications, reduce their operating costs, and extend their brand reputations. For more information, please visit www.gomez.com.

About Savvis

Savvis, Inc. (NASDAQ:SVVS) is an outsourcing provider of managed computing and network infrastructure for IT applications. By outsourcing to Savvis, enterprises can focus on their core business while Savvis ensures the quality of their IT infrastructure. Leading IT organizations around the world have selected Savvis to help them improve their service levels, reduce capital expense and deal with the rising costs of bandwidth, energy, real estate, staff and expertise. As a pioneer in utility computing, Savvis understands and harnesses the latest advances in technology like virtualization, cloud computing and support process automation.

EUEM Advantages

- Monitor your web site performance
- Baseline your business process
- Benchmark performance of your site against competition
- Build reports and charts
- Set alerts to monitor response time and availability
- Build custom dashboards
- Understand what your customers are experiencing

For more information
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