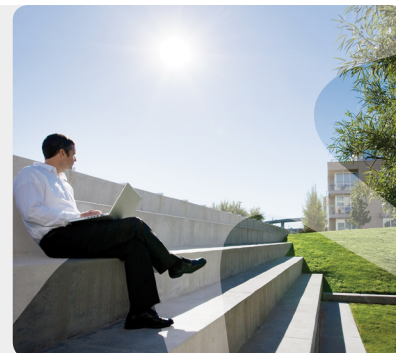


HOSTING SERVICES

Hosted Microsoft Exchange 2010



Savvis Hosted Microsoft Exchange 2010 delivers a fully-managed offering of the industry's leading and most widely used e-mail platform. Choosing Savvis means you'll shed the cost and frustration of procuring and maintaining license agreements, eliminate upfront capital cost of building an exchange platform and achieve a well tuned operational efficiency that provides reliable e-mail connectivity for your business. We employ a well balanced operational service model comprised of best practices for running MS Exchange established by the Savvis hosting operations team and Microsoft. The Savvis Hosted Exchange service is deployed over our fully redundant hosting infrastructure — with no single points of failure — across our network, servers and data connectivity. In fact, our hosted exchange is far more robust than the e-mail servers at many major corporations.

A robust, redundant infrastructure is not the only peace of mind underpinning our hosted exchange solution. We provide a 99.999 percent uptime service level agreement (SLA), which means less than six minutes of downtime a year and to prove our commitment to service excellence — we offer credits if your data is not 100 percent recoverable in the event of an outage.

Our customer's data is replicated three times; twice in our primary data center and a third time to a redundant, geographically dispersed data center. For added protection and rapid point-in-time restores, regular database snapshots are taken in each data center. This architecture protects customer data in the event of hardware failure, database corruption or even a catastrophic data center loss. Because data is replicated across live working data centers, customer access to the full functionality of their exchange environment in the event of a disaster can be restored in a timely manner.

Servers & Storage

Our Exchange servers are based on a passive-active cluster server configuration to provide seamless failover when a cluster node is unavailable or is taken offline for maintenance. Redundant and load-balanced exchange front-end servers also increase reliability.

Your data resides on a storage area network (SAN) by EMC, the premiere storage brand. With total redundancy — clusters of disks in a RAID array — if one should fail, the system continues working. Intra-SAN and tape back-ups ensure there is no single point of failure anywhere in the storage system.

Network

Our highly resilient network has two diverse network entry points which manage traffic flow to the Internet, with another dedicated high-speed connection to our failover site. That second location has a failover link to a third location nearby. Together, these three facilities provide ultimate uptime in connectivity. Traffic inside the exchange environment is managed by Cisco routers and switches, with HP rack distribution switches. An advanced Netscreen firewall protects Exchange infrastructure, with all ports closed except for essential ones and 100 percent of incoming traffic monitored by anti-spam and anti-virus applications.

24/7 Monitoring

Exchange servers are monitored 24/7 using a comprehensive and state-of-the-art Microsoft Operations Manager (MOM) management system. This allows immediate detection of both potential and actual issues, which are tackled by our multiple technicians on standby, day and night. MOM looks at a full range of metrics, including central processing unit (CPU), memory and disk space utilization, the size of the mail queues, the status of Outlook Web Access (OWA), different exchange related ports and remote procedure call (RPC) latency.

Additional Features

We offer a complete range of complementary features including hosted BlackBerry and ActiveSync for Windows mobile devices so you can instantly activate e-mail service for your handheld.

As part of our Messaging and Collaboration suite — we offer a number of additional collaboration tools.

- **SharePoint 3.0** - document collaboration
- **Office Communications Server 2007** - secure instant messaging, file sharing and archiving
- **Simple Message Journaling** - keep an exact copy of message content
- **Compliance Archiving** - Savvis can help you fulfill your regulatory requirements under the main U.S. regulations — HIPAA, GLBA, SOX, SEC, FINRA and FRCP as well as other state/federal requirements).

PC or Mac

Many Exchange hosting companies do not offer both Outlook (for PC) and Entourage (for Mac) support. We offer a free download of both, so your staff can use either PCs or Macs, or both. We also offer free Outlook Web Access which allows your users the ability to access their e-mail online from anywhere in the world.

Strict Security and Compliance

Savvis has developed and adheres to strict procedures for security and compliance. We are SAS 70 Type II audited in all U.S. data centers and ISO 27001 in our international data centers.

- **SAS 70 Type II Audited:** SAS 70 is an auditing statement issued by the Auditing Standards Board of the American Institute of Certified Public Accountants (AICPA), officially titled "Reports on the Processing of Transactions by Service Organizations." SAS 70 defines the professional standards used by a service auditor to assess the internal controls of a service organization and issue a service auditor's report.
- **ISO27001:** ISO/IEC 27001, part of the growing ISO/IEC 27000 family of standards, is an Information Security Management System (ISMS) standard published in Oct. 2005 by the International Organization for Standardization (ISO) and the International Electro technical Commission (IEC). ISO/IEC 27001 formally specifies a management system that is intended to bring information security under explicit management control. Being a formal specification means that it mandates specific requirements. Organizations that claim to have adopted ISO/IEC 27001 can therefore be formally audited and certified compliant with the standard

**For more information
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