

## HOSTING SERVICES

## Savvis Intelligent Agent



### Productivity through Integration

Today's businesses require greater visibility into how well their managed network and hosting services are performing, as well as into the general operational health of such services. Because internal IT and support personnel need detailed information to efficiently address the needs of end users, the basic monitoring capabilities and minimal performance reports that used to be standard are no longer sufficient. Furthermore, enterprises want direct access to this information that they can view across multiple parameters using multiple access methods.

### Savvis Intelligent Agent Overview

Savvis Intelligent Agent meets customers' requirements for detailed reporting — both real-time and historical — on their Savvis managed network or hosting services. Because reporting is accomplished via systems-level integration, customers get true, real-time access to the Savvis back office. In that sense, Savvis Intelligent Agent is a major step toward full business-to-business integration between Savvis and its customers.

#### Available Monitoring Types

- **Process:** Checks whether a program is running
- **Applications:** Provides detailed metrics on specific commercial off-the-shelf software (COTS) products
- **Databases:** Provides detailed metrics on Oracle, DB2, SQL Server, Sybase, etc.
- **Custom:** Delivers the ability to plug in scripts/programs that report on metrics for customer-specific or otherwise unsupported COTS products
- **OS level:** Monitors CPU, memory, disks, and files
- **Log files:** Searches for text patterns in files that change frequently at runtime

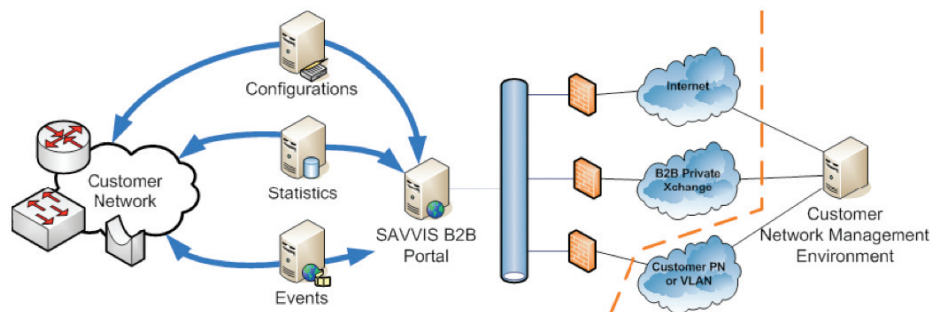
### The Information You Need When You Need It

Savvis Intelligent Agent delivers two (2) types of data to customers:

- **Event Data:** Traps data on devices such as customer premises equipment (CPE), hosted equipment, and infrastructure equipment as well as traps data on detected conditions such as exceeded bandwidth or CPU thresholds
- **Operational Data:** Traps operational data resulting from service usage, such as bandwidth and CPU utilization and device errors

### Key Features

- Architecture supports multiple access protocols such as E-mail, SNMP, SOAP, and syslog
- Multiple access methods include the Internet, private network, and VLAN
- Data delivered securely to multiple customer destinations
- Detailed reports available via SAVVISStation portal on both event and operational data



Data can be securely delivered to network customers via the Internet or Private Network connectivity or via Virtual LAN for Hosting customers using Simple Network Management Protocol (SNMP). As part of Savvis' business-to-business integration, Savvis supports a number of standard interface protocols including E-mail, SNMP, SOAP, and syslog.

Contact a Savvis Account Executive today to learn how Savvis Intelligent Agent can improve the efficiency and productivity of your business.

### Expertise in IT Infrastructure Management

Savvis offers built-in economies of scale and skills as a service provider to extend IT infrastructure management costs across a large customer base. Leveraging its significant experience serving the financial industry, Savvis has developed a scalable process methodology to detect and rapidly solve issues across a large number of monitored objects. As a result, Savvis Intelligent Monitoring customers can focus on business-specific application layer data, instead of commodity infrastructure management.

### 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.

**For more information  
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