



HOSTING SERVICES

Savvis Intelligent Monitoring — Basic⁺

Overview

Managing IT infrastructure is costly and complex. Although critical to your business, it is not what differentiates your company from the competition. Savvis helps address businesses' IT infrastructure management needs. By spreading these costs across a large customer base, Savvis is able to offer customers extensive economies of scale and experience as a service provider. Savvis assists organizations by freeing up IT resources so you can focus on core competencies like managing and analyzing data rather than commodity infrastructure issues.

With this in mind, **Savvis Intelligent Monitoring (SIM)** was developed as a managed service to provide everything from monitoring to full management of customer-owned server and network devices, software operating systems, applications, and databases. Available under three service options — Basic, Basic⁺, and Premium — the Intelligent Monitoring service is based on core scripts that check specific host capabilities for the following International Organization for Standardization (ISO) Network Management functional areas:

- **Fault Management** detects, logs, and provides notification of problems.
- **Configuration Management** monitors system configuration information to track host operations.
- **Performance Management** measures availability of monitored attributes.
- **Security Management** controls access to resources according to customer guidelines.

Savvis Intelligent Monitoring — Basic⁺

Savvis Intelligent Monitoring — Basic⁺ provides agent-based monitoring using Savvis Intelligent Agent technology and standard Management Information Base (MIB-II) and vendor-specific Simple Network Management Protocol (SNMP) traps. Additional server, network device and operating system visibility is provided through the Web-based SAVVISStation portal to track alerts and generate reports.

- **Operating System Monitoring:** Starts at boot-up and continues to run at all times except during routine maintenance. The monitoring process is responsible for generating a heartbeat once a minute; if a machine misses more than five consecutive heartbeats, the trap receiver sends a priority alert to the Savvis Operations Center team for action.

Key Features

- Project management to help with implementation
- Agent-based monitoring, event management and data collection
- Installation and configuration of Savvis Intelligent Agent
- SAVVISStation customer portal access and reporting
- Procurement and deployment of software if applicable
- NOC coverage on a 24/7 basis
- More than 14 years of experience monitoring and managing mission-critical IT infrastructures

- **Web Server Monitoring:** Controls Web server monitoring scripts to assess the overall health, performance, configuration, and security of the Web server environments.
- **Application Monitoring:** Controls monitoring scripts to assess the overall health, performance, configuration, and security of the application environments.
- **Database Monitoring:** Controls database server monitoring scripts event assess the overall health, performance, configuration, and security of the database server environments.
- **Notification:** Savvis will notify the customer via automated e-mail within 15 minutes of receiving an alert at the Savvis Service Center. Additional escalation activity includes problem resolution, is available as an optional fee-based response.
- **Portal:** All Internet Control Message Protocol (ICMP) alerts automatically generate tickets that are available through the SAVVISStation customer portal.

For a complete list of Savvis Intelligent Monitoring — Basic⁺ service features, contact a Savvis Sales Representative.

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 significant experience serving the financial services 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 activities.

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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