

## HOSTING SERVICES

## Savvis Intelligent Monitoring — Premium



### 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. As a result, Savvis assists organizations in freeing up IT resources to focus on core competencies such as managing and analyzing application data rather than commodity infrastructure issues.

With this in mind, **Savvis Intelligent Monitoring (SIM)** was developed as a managed service to provide 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 — Premium

Savvis Intelligent Monitoring - Premium delivers the most comprehensive level of managed professional services in support of Savvis Intelligent Monitoring services. This service includes all the features of SIM Basic+, with Savvis project managers and support analysts delivering implementation and fault correction services.

- **OS Monitoring:** Starts at boot-up and continues to run except during routine maintenance. The monitor process is responsible for generating a heartbeat once a minute; if a machine misses more than five consecutive heartbeats, the trap receiver immediately sends a priority alert to the Savvis Computer Operations team for action.
- **Web Server Monitoring:** Controls Web server monitoring scripts to assess the overall health, performance, configuration, and security of the Web server environments.

### Key Features

- Complete incident ownership with incident root cause analysis
- Complete problem management — from troubleshooting to resolution
- Release management planning, deployment, and acceptance capabilities
- Ticket activity tracking to reduce false-positive and non-critical items
- Streamlined resolution procedures to reduce resolution times of tickets
- Configuration identification, planning, control, and optimization capabilities
- SAVVISStation customer portal access and reporting
- Availability, response time, trend, and performance analysis



- **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 to assess the overall health, performance, configuration, and security of the database server environments.
- **Notification:** Savvis will notify the customer via automated e-mail or telephone within 15 minutes of receiving an alert at the Savvis Service Center.

For a complete list of Savvis Intelligent Monitoring — Premium 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  
about Savvis, visit  
[www.savvis.net](http://www.savvis.net) or  
call 1.800.SAVVIS.1  
(1.800.728.8471).**

EMEA  
Savvis UK Limited  
Tel +44 (0)118 322 6000

ASIA PACIFIC  
Savvis Singapore  
Company Pte Ltd  
Tel +65 6768 8000

JAPAN  
Savvis Communications K.K.  
Tel +81.3.5214.0151