

HOSTING SERVICES

Savvis Symphony Dedicated and Open



Savvis Symphony Dedicated and Open expand on Savvis' rich heritage of delivering global IT infrastructure services to thousands of businesses throughout the world. Savvis Symphony Dedicated and Open services extend the utility concept by combining virtualization technology from VMware®, an industry leader, with our dedicated and multi-tenant hosting platforms. Customers are empowered with easy-to-use tools to provision new instances online as they need them based on short, flexible term commitments. This powerful combination equips your business with the tools to rapidly build, control and customize your hosting environment to support the demands placed on your infrastructure without the burden of long-term contracts or the lead time of traditional deployments.

What's more, Savvis Symphony Dedicated and Open eliminate the capital burden of investing in expensive physical server deployments that often go underutilized. As a pioneering provider of utility and virtualized services for the enterprise, we understand that the demand on your compute resources is dynamic and always shifting, and that although some demands are predictable, many are not. Every component of Savvis Symphony Dedicated and Open is based on the notion that you should be able to deploy compute resources quickly and easily when you need them, and turn them off when you don't.

Savvis Symphony Dedicated and Open offer enterprises a compelling opportunity to reshape their hosting environment to a more scalable and cost-efficient operating model without sacrificing security or performance.

Flexible, Scalable, and Always Available

Savvis understands that flexibility is an essential component of any utility solution. We offer scalable, agile, virtualized compute solutions in either a multi-tenant or dedicated environment, depending on your needs. Our cloud server instances act just like physical servers and run your applications just like you are used to. Because they are built upon a fully redundant architecture, Savvis Symphony Dedicated and Open services are designed to eliminate downtime due to hardware failure. And our dynamic architecture can move instances between physical servers without service interruption to keep your Web site and applications up and running without compromising performance.

Savvis Symphony Dedicated and Open Advantages

- Pay-by-the-instance model
- Customer-controlled online instance provisioning in minutes
- Flexible business terms
- Scalable infrastructure
- Granular scalability
- Enterprise-class reliability

Put Yourself in the Driver's Seat

Savvis Symphony Dedicated and Open services give you control. By providing a complete view of your infrastructure, our SavvisStation Portal makes it easy to deploy, configure and manage your server and network infrastructure resources. Intuitive wizards help you customize and provision new server instances from a multi-tenant or dedicated pool of physical components, including managed operating systems, processing, memory and applications.

In addition, you can easily track all your orders, tickets and invoices through the portal. And, to ensure security, Savvis allows you to strictly control who has access to SavvisStation Portal: you authorize your user community and define their level of access. Your authorized users can then securely access SavvisStation Portal from virtually anywhere in the world using either desktop or mobile devices.

Security First and Foremost

Security requirements are top of mind in Savvis Symphony Dedicated and Open deployments. Savvis managed security services can be integrated seamlessly into your hosting solution to provide protection against threats to your environment. In truth, we architect critical security controls upfront as key components of Savvis Symphony Dedicated and Open so that business functionality remains agile — in physical and virtual compute environments. Moreover, VMware technology partitions instances, segregating each customer's instances and data in both a dedicated and a multi-tenant environment.

Keep Your Systems Up and Running with Our Renowned Customer Support

From designing solutions to serve the most demanding hosting environments, to managing the everyday mechanics of your hosted infrastructure, commitment to customer service is our top priority. We've spent more than a decade integrating our systems and developing procedures that allow us to deploy your solution quickly. Once your solution is live, our certified staff of support professionals takes care of keeping it running at optimal performance so your IT staff can focus on issues that are more strategic to your business.

- **Operating system management.** Savvis will maintain the operating system, thoroughly testing each upgrade, service pack and patch. Savvis will also work with you to distribute updates utilizing our proprietary inventory distribution capabilities.
- **Security patch deployment.** We deliver critical security patches and service packs to maintain the integrity and performance of your solution
- **Hot fixes and non-security patches.** We evaluate hot fixes and non-security patches to determine their urgency and impact, and follow the same rigorous guidelines for testing and integrating them as we do with service pack upgrades.

Savvis provides support that extends beyond the walls of our data centers and network operations center (NOC), and because we give you full visibility into your hosting environment, you always know the status of every component of your solution.

Savvis Symphony Dedicated Features

- Dedicated, private cloud infrastructure providing secure virtualized hosting
- On-demand instance and storage provisioning
- Full capacity management and customizable monitoring
- High availability instance failover with 99.9% SLA
- HW optimization with Dynamic Instance Balancing
- Multi-OS environment

Savvis Symphony Open Features

- Multi-tenant, public cloud infrastructure providing secure virtualized hosting
- Fractional compute resources by the instance
- Disk scalability in 50 GB increments
- Automated resource balancing
- Flexible month-to-month business terms with no minimum

For more information about Savvis, visit www.savvis.com or call 1.800.SAVVIS.1 (1.800.728.8471).

Canada
Tel 1.877.387.3764

EMEA
Tel +44 (0)118 322 6000

Asia Pacific
Tel +65 6768 8000

Japan
Tel +81.3.5214.0151