

## HOSTING SERVICES

**Savvis Social Business Software (SBS)**

Savvis SBS offers a powerful social media solution purpose-built for the enterprise and fully managed by Savvis. We've integrated the most powerful aspects of community software, collaboration software, and social networking tools in to our robust management fabric to deliver the rich user experience for every type of online community: employee, public or both. And because it's managed by Savvis, control and visibility into each of your communities has never been easier.

Savvis SBS is powered by Jive Software®, the industry's leading social business software provider. The Jive platform, coupled with our massive global hosting infrastructure delivers an incredibly elastic social media engine. Like all Savvis solutions, SBS is underpinned by a massive infrastructure footprint that spans three continents — 28 data centers and a top ranked internet backbone — in fact, 20% of ALL internet traffic crosses the Savvis network — and because we are a carrier for many of the consumer network providers, your communities will be “on-net” with many of the customers you are targeting, translating to an improved social media engagement with less latency.

What's more, leveraging the Jive platform through Savvis means you unlock a powerful portfolio of products and services all aimed at helping you deliver an exceptional user experience to your customers — from Savvis Symphony Cloud services to advanced monitoring tools and professional services.

The SBS platform is robust, enterprise-tested software that's 9-years mature and sets the standard for the industry. Today, this platform is host to public communities with over 80 million page views per month and employee communities with 20,000+ active users. In fact, more than 25% of the Fortune 100 leverage the Jive platform as the cornerstone of their social media strategy — many of them with complex, global operations.

SBS delivers the benefits of vendor simplification, robust platform scalability, and most importantly the ability to minimize latency between SBS and your other key infrastructure components.

**Employee Engagement Center**

Break down barriers, bridge social and cultural divides, speed productivity, invite collaboration, and capture institutional know-how.

**Savvis SBS Advantages**

- Improve Customer Interactions
- Drive Customer Loyalty
- Foster innovation among employees
- Simplified Collaboration
- Increase Revenue
- Improve Brand Awareness
- Lower Support Costs
- Robust Reporting
- Mobile Capability



### Marketing and Sales Center

If sales, marketing, and IT serve as the engine that runs your business, it's no secret that your customer has their hands on the steering wheel. The customer community provides the most compelling data — and it's for precisely that reason companies go to great lengths to connect with them. SBS socializes your brand and speeds time-to-revenue by fostering authentic customer conversations that you can both monitor and respond to, if desired.



### Innovation Center

Looking for feedback? Innovation Center provides a unified view across customers, partners, and employees so your teams can evaluate ideas and opportunities with a complete view of their market landscape.



### Support Center

Looking for ways to improve your mean time to recovery (MTTR)? SBS offers a way to improve the quality and speed of your support agents by providing a turnkey way to access, monitor, and archive the appropriate internal or external expertise for issues at hand, all while lowering your support costs.

### Add-on Modules

We provide several service add-ons that are designed specifically to enhance the capabilities of your branded community:

- **Video** – Easily moderate, tag, and publish video assets
- **Mobile** – Deliver iPhone and Blackberry functionality
- **Analytics** – Enable extensive analytical reporting built on SAP Business Objects

### Savvis SBS: Harness the Effects of Social Media and Monetize the Results

The market for Social Media solutions is a broad one served by numerous vendors. Because of that, Savvis has done the legwork by choosing a platform that offers the strongest return on investment (ROI), implements easily into any Web environment, and scales with your dynamic business demands. Together, Savvis and Jive offer one of the most compelling social media solutions in the market.

### About Savvis

Savvis, Inc. (NASDAQ: SVVS) is a global leader in cloud infrastructure and hosted IT solutions for enterprises. More than 2,500 unique customers, including 30 of the top 100 companies in the Fortune 500, use Savvis to reduce capital expense, improve service levels and harness the latest advances in cloud computing.

**For more information  
about Savvis, visit  
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