

HOSTING SERVICES

Utility Backup and Utility Vaulting Services



Overview

Faced with spiraling data growth, organizations of all sizes are challenged with the immense task of managing their data efficiently and cost-effectively. Today's enterprise IT managers grapple with staying on top of the increasingly complex and costly backup technologies underpinning their data management strategy. Dynamic regulatory obligations add complexity and a need to drive stricter documentation and controls.

How Much Is Managing Your Data Worth?

When considering how you'll deliver on your data backup needs, invariably it is worthwhile to look beyond the direct costs of hardware and software procurement, off-site storage facilities and administrative staff. Factoring in what may add up to substantial labor costs over time is vital to gaining a complete view of the total cost of ownership for a backup solution.

Consider your data management costs:

- storage management
- maintenance
- capacity upgrades
- firmware, microcode and software upgrades
- migration to new equipment

Industry analysts estimate that on average, storage management and administrative labor costs can account for as much as 74% of total storage costs. As storage management systems continue to expand in complexity, labor costs are projected to rise as a percentage of the total cost of ownership over time.

When Losing Data Is Not an Option

With Savvis Utility Backup and Vaulting Services, we remove the overhead associated with provisioning, implementation and expertise in backup facilities management, so that your business can focus on its core competencies. These services will help you to guard against the loss of essential business data, whether due to catastrophic disaster, human error, software corruption or hardware malfunction.

Savvis' pay-as-you-grow model provides scheduled backup of live business data, restore on-demand, and vaulting in an off-site location. As a result, you can generally benefit from a lower total cost of ownership and higher availability for important data than when internally sourcing these requirements.

Key Features

- Usage-based pricing
- Multiple backup options including data encryption, NAS-based data backup, and off-site data archiving
- Designed for large-scale backup requirements, scaling to manage hundreds of terabytes
- Scheduled backups avoiding impact to critical business activity
- Customized backup scheduling of full and incremental backups
- Cataloging, indexing, media management and warehousing for efficient retrieval of off-site media
- Event notification to inform you of backup status
- Monitoring and management on a 24/7 basis

Flexible backup options are available to meet your varying business requirements, including Utility Backup, with or without 128-bit data encryption, and Utility Backup NAS (Network Attached Storage), which utilizes technologies such as Network Data Management Protocol (NDMP) designed specifically for NAS-based data.

Available to Utility Backup customers, Savvis Utility Vaulting offers an additional layer of data security through rotation and media management of backup tapes to a vault in a secure, off-site data archiving facility. For restoration of data that is safely stored off-site, Savvis provides on-demand retrieval of off-site media for restoration.

Relieving the Burdens of Data Backup and Restoration

Savvis recognizes the importance of information preservation and on-demand recovery. Our Utility Backup and Vaulting Services include the infrastructure, technology, process and expertise that reduce the complexities normally associated with backup and restore routines, including:

- **Extensive Industry Expertise**

Savvis Utility Backup services are designed and managed by storage industry engineers with extensive experience in delivering data backup and storage services, offering customers on-call assistance to help ensure continuous operations.

- **Innovative Technology**

Leveraging technology from SymantecTM/Veritas, SunTM, Cisco[®], Quantum[®] and Foundry Networks[®], we offer leading infrastructure components to provide the performance and reliability required by today's commercial applications. Designed for large-scale backup requirements, the Savvis backup infrastructure scales to manage hundreds of terabytes securely.

- **Managed Storage Operations**

Our Managed Storage Operations team provides continuous monitoring and management of the entire backup and networking architecture on a 24/7 basis. We control each specific interface and configuration precisely to deliver troubleshooting, maintenance and escalation coverage on a real-time basis.

- **Comprehensive Service Level Agreement**

Savvis offers a comprehensive operational service level agreement for data backup and storage. In addition to providing services in a distributed UNIX, Windows and Linux environment, Savvis Utility Backup services provide advanced, application-aware solutions for enterprise applications including Oracle, DB2, Microsoft SQL Server and Microsoft Exchange. Service delivery can be scaled rapidly to address any size of operation, ranging from a stand-alone system to an entire enterprise with hundreds of terabytes of data.

Professional Services Support When Needed

Occasionally events take place that require minor or sometimes major adjustments to a backup environment. Savvis can provide supplementary Professional Services to support activities that either fall outside the scope of the standard services and/or require additional hours of support beyond the standard offering. Examples of events that may require additional assistance include:

- Special month-end or quarter-end backups to satisfy customer-specific business needs
- Copies of tapes for customer retention for an additional level of availability and reliability
- Consulting, design and implementation of unique services to meet the precise requirements of your changing backup demands

When Data Availability Counts

Backup management, while necessary, can be a drain on any company when it is not managed properly. High staff turnover, inefficient backup times and inability to restore data are just a few of the potential problems that can arise. When data retention is a priority for your organization, Savvis Utility Backup and Vaulting Services can help you deliver on your data management requirements.

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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