PROFESSIONAL SERVICES

Project Management

The PM Advantage

The Savvis Project Manager (PM) is a single point of contact for your implementation and ongoing service needs for Savvis standard offerings. The PM representative leverages Savvis' existing stellar service implementation team, is extremely knowledgeable and adept at channeling and managing issues.

Trusted Advisor

- Escalation awareness and support
- Quarterly Operations reviews/audits
- Patch management for managed hosting
- Overall client management spanning presales activities, client implementation and service requirements
- Management of standard offering installations

In addition to our inclusive services, Savvis offers a variety of additional offering to our clients. Our knowledgeable and experienced staff is prepared to assist at every stage of your Savvis experience.

The Savvis Advantage

What makes the Savvis solution different is that we understand that it's not just about meeting deadlines. It's about meeting the total scope of your expectations and managing technology in the post-boom era.

We are here to facilitate the flow of communication and move you and your business to where you need to be, faster.

We understand that many of the challenges businesses face today are as much organizational as they are technical. To help you accomplish your business objectives, your Savvis Professional Services and PM team can work with you to improve and maintain your policies and practices, business processes, and your entire organization's understanding and observance of your IT policies and procedures.

Value Added PM Offerings

- Program Management
- Client vendor management
- Service implementation for custom solutions
- Runbook creation and management
- Change management creation and support
- Executive/Custom reporting
- Compliance audits
- Migration project management
- Extended member of your team
- PMP certified project managers

The Savvis Solution

At Savvis, we design solutions that are flexible yet robust, and the Project Management Program is just that — our expert can play as small or as large a role in your organization as you need, including but not limited to the following:

- Functioning as a trusted advisor to your management team on client-impacting issues
- Providing escalation awareness and support internally to more quickly resolve issues that may arise
- Offering industry "best practice" processes and implementations
- Providing, if applicable, expert program management for complex certified Project Management Professional (PMP) staff
- Organizing and managing delivery and implementation of service offerings
- Conducting Quarterly Reviews with client
- Proactive patch management for managed hosting environments
- Client point of contact for driving service needs

Our Expertise

Your PM has the knowledge necessary to properly and quickly implement the entire suite of product and industry solutions.

Your Savvis PM strives to achieve PMP certification and possesses a wide range of technical experience necessary to understand the different aspects of your environment.

Your PM will be very familiar with applicable industry standards, and will possess detailed knowledge of the technologies and services that comprise your specific solution.

Custom Services

The Project Management Program includes, but is not limited to, basic offerings.

Value-added offerings include:

Vendor Management

Your project may require vendor input and scheduling that you may not have time to manage. Let Savvis take that task off of your to-do list. We can manage meetings, action items and provide status and custom reporting tailored to your project requirements.

Custom Solutions Implementation

With a wealth of industry experience, Savvis PMs can be utilized to plan and guide your organization through a variety of IT projects. PMs can work on projects on a consulting basis, from migrations to hosting implementation and changes to client premise projects.

Change Management

Change Management requires meticulous documentation and planning. Savvis can help you improve your business and organizational processes by working with your internal team to ensure all changes made in your Savvis hosted environment are tracked, executed and reported appropriately.

Executive/Custom Reports/Documentation

Each client requires unique reports and metrics to address their capacity planning needs. Clients also have a need to disseminate this information internally to their respective departments. Your PM can create and deliver custom reports for you.

Operational Runbook

Runbook creation and ongoing maintenance is another custom offering which clients find essential, and one Savvis is capable of providing. This can include such items such as maintenance procedures, SLA management, Change Management, event/problem notification and escalation etc.

Compliance and Audit Engagements

Audits and compliance are an ever more important factor affecting clients. Your PM can be engaged to help facilitate audits and compliance reporting of client environments. Frequently these audits require acknowledgement and verification from Savvis. The PM will serve as a liaison to the Savvis SAS 70 audit team for guidance through this process.

Get Ahead

Many vendors offer traditional project management services, but few providers can match Savvis' exceptional knowledge, many years of experience, customized solutions and an excellent global hosting and network infrastructure that routinely meet or exceeds the requirements of our extensive client base.

Leverage the Savvis team of skilled PM professionals to achieve your business goals. Savvis PMs manage some of the most complex networks in the world, and can meet the challenge of managing yours.

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 or call 1.800.SAVVIS.1 (1.800.728.8471).

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