

## SOFTWARE-AS-A-SERVICE

## Savvis SaaS Assessment Workshop



Savvis has helped thousands of customers launch successful business initiatives by deploying new IT infrastructure or consolidating their existing infrastructure. But Software-as-a-Service (SaaS) providers have unique needs that differ from those of traditional enterprises. Savvis understands the SaaS business. By giving SaaS providers a highly available, secure, and cost-effective infrastructure specifically designed to facilitate the delivery of rich software functionality as services, Savvis enables them to focus on their core competencies rather than routine IT administrative or maintenance activities.

But Savvis does more than just provide the infrastructure itself. Because infrastructure is so mission critical to their success, SaaS providers spend a great deal of time and money assessing their needs and formulating strategic roadmaps for the future. Many hire consultants — ranging from specialty firms to large consulting practices — to help them do this. Although these organizations can deliver value, most are not able to cost-effectively implement their recommendations. They lack the service delivery, operations, qualified staff — and the infrastructure itself — to complete the job. Frequently, their fees are prohibitive. Savvis believes that SaaS customers need a truly consultative IT services provider that can not only perform in-depth analyses and planning services but can implement recommended solutions through an ongoing relationship that aligns the customer's SaaS business model with the right infrastructure investment at the right price.

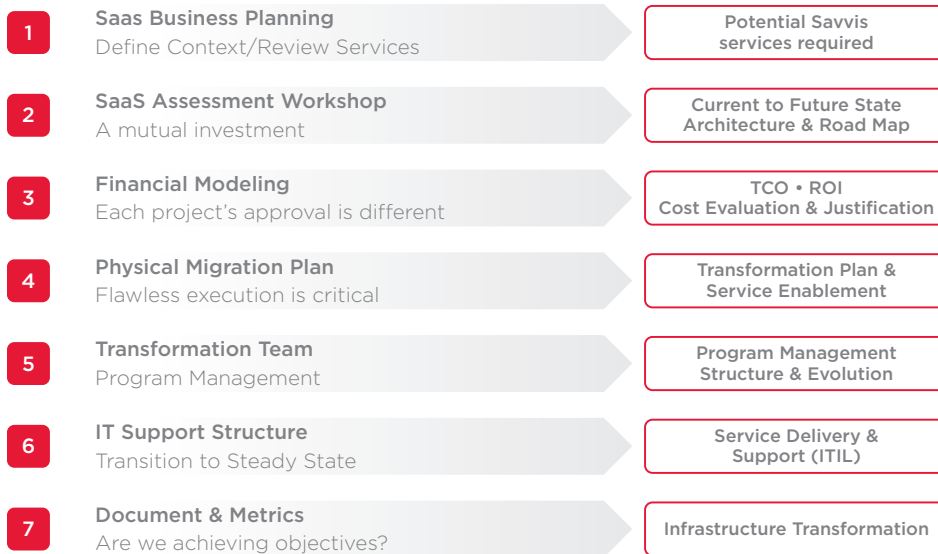
To facilitate an evaluation of SaaS provider's infrastructure needs, Savvis has created the SaaS Assessment Workshop. Based on recognized industry best practices and many years of developing and deploying IT infrastructure, a SaaS Assessment Workshop uses the Savvis Transformation Methodology<sup>SM</sup> (STM) to analyze the current state of an SaaS provider's IT infrastructure, service delivery, and governance, and design a future state that more effectively meets the evolving needs of the business.

**Key Customer Benefits:**

- Accelerate SaaS readiness
- Reduce time to market
- Align business strategy with infrastructure investment
- Deliver an IT infrastructure roadmap
- Scale for rapid growth
- Develop a specific transformation plan
- Mitigate risks
- Minimize and contains costs
- Provide SaaS lifecycle infrastructure support

**Deliverables Based on Scope can Include:**

- Current state analysis
- Future state recommendations
- Gap analysis
- SaaS roadmap
- SaaS go to market strategy
- Business continuity plan
- Risk management plan



### SaaS Assessment Workshop:

The SaaS Assessment Workshop is Savvis' structured approach to objectively analyzing IT infrastructure and operations. It helps both SaaS providers and Savvis make more objective decisions about how IT infrastructure functions can be improved. This enables a trusted relationship that fosters true collaboration and the achievement of mutual objectives.

### Assess, Design, Implement, and Manage:

The framework incorporates Savvis' four-step process covering the complete implementation and serviced delivery of a four-phase SaaS lifecycle: Assessment, Design, Implementation and Management (ADIM).

Savvis utilizes the ADIM methodology as the roadmap whether transitioning, migrating, or consolidating a SaaS infrastructure. By following the four stages of the ADIM lifecycle, we achieve our customer's goals with minimal impact to their business operations and in most cases without any material disruption in service.

The following is a brief description of each phase of the engagement:

#### Assessment Phase

This phase focuses on assessing each customer's unique situation. The assessment is tailored to the customer's unique situation and is conducted using an SaaS Assessment Workbook and interview process.

If a customer's IT assets and management processes have not previously been thoroughly documented, a full asset inventory may be required. This includes a financial analysis of assets, maintenance agreements, support staffing, and third-party services. This work is performed under a mutual Non Disclosure Agreement (NDA).

**Design Phase**

This phase focuses on developing technical specifications. Depending on the scope and complexity of the engagement, these specifications may include but are not limited to design diagrams, work flow, and process recommendations for service delivery. These deliverables serve as the blueprints for the actual implementations.

**Implementation Phase**

This phase involves bringing the technical specifications into reality. A great deal of planning goes into successful transformation plan. Transformation may involve a series of smaller projects governed by a Program Management Office (PMO).

**Management Phase**

Regardless of who manages the service, a well-thought-out management plan is essential. Savvis will help design a plan that meets the needs of the business while minimizing costs. This step requires an in-depth discussion of Service Level Objectives and related metrics, and potentially Service Level Agreements (SLAs).

**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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