

SECURITY SERVICES

Log Management Service



Overview

The Log Management Service provides a robust log collection, alerting and archival solution that is designed to be an important component of your organization's risk management strategy, providing you with a valuable tool to help your organization address its applicable compliance requirements.

Historically, enterprise-class log management solutions have been extremely expensive and time-consuming to implement. However, our Log Management Service provides all of the functionality of an enterprise-class solution, without the significant up-front costs and implementation timelines. This allows you to focus IT staff on tasks that help drive revenue and provide differentiation for your organization, rather than focusing on routine log management activities.

Service Highlights

Comprehensive Deployment and Configuration Services

Since the Log Management Service is a fully-managed service, you can rely on Savvis to:

- Provision the log collection appliance and work with your organization to set up and configure the service.
- Work with your organization to determine your logging rate, measured in messages per second, and also determine the appropriate size of the service offering to deploy. Plus, Savvis' Professional Services team can be engaged to help you pre-determine your anticipated logging rate.
- Provide you with log source configuration guidelines for supported devices, for later use by your device administrator.

Log Collection

The service supports a wide variety of security and network devices, Operating Systems, and applications. (A full list of supported devices is available upon request.) Logs are collected locally via a dedicated collection appliance, and then transmitted, fully-encrypted, to Savvis' redundant storage and reporting infrastructure.

Reporting and Alerting

The Log Management Service includes a standardized set of reports, including reports related to specific security standards. In addition, Savvis provides you with access to the dedicated logging appliance to run customizable reports and, with guidance regarding how you can utilize the reporting interface, to create customized reports.

Key Features

- Cost-effective solution to assist your organization in addressing its applicable compliance requirements
- Provides secure gathering, transmission and storage of all log data, with 90 days of data available online and 12 months of data available in off-site archives
- Robust reporting interface contains many standardized reports, including some tailored to specific standards, with customized reporting available to meet your unique requirements
- Leverages market-leading LogLogic[®] technology

With the service, you receive alerting based on standardized, pre-defined alert criteria, with up to twenty customized alert-rules also available. The standardized alerts are responded to on a 24/7 basis by the Savvis Security Operations Center (SOC), with a 15-minute response time Service Level Agreement (SLA) for all critical alerts.

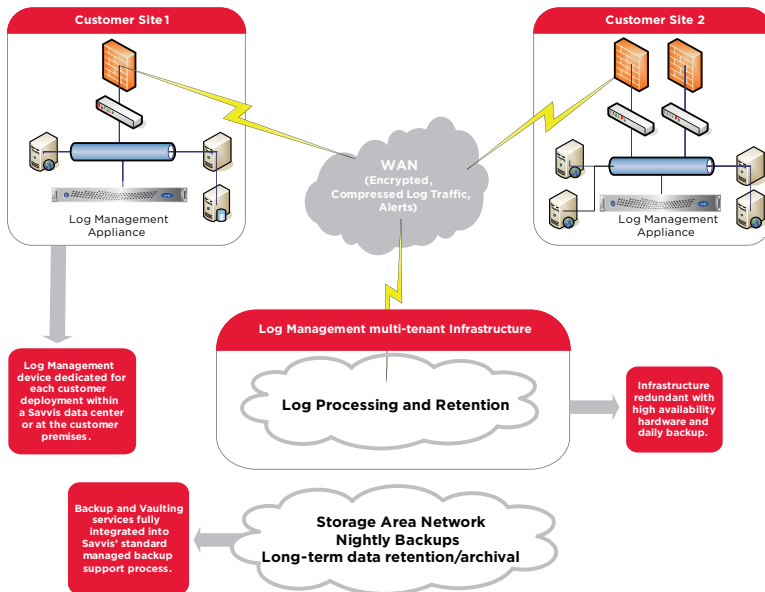
Storage and Archival

Savvis has deployed a high-availability storage infrastructure, with daily back-ups, to support the service. For your further protection, the Log Management Service infrastructure runs ongoing integrity checks to verify that log data has not been altered.

Real-time logs are available online for 90 days, via our Log Management Service portal. In addition, older log data is retained in an off-site archive for up to 12 months, utilizing Savvis' Utility Backup and Vaulting infrastructure. And, restoration of log data greater than 90 days old will commence within 6 hours of your request.

A diagram of our Log Management infrastructure appears below, for your review.

Log Management Service Infrastructure



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).

EMEA
Savvis UK Limited
Tel +44 (0)118 322 6000

ASIA PACIFIC
Savvis Singapore
Company Pte Ltd
Tel +65 6768 8000

JAPAN
Savvis Communications K.K.
Tel +81.3.5214.0151