



## SAVVIS Storage Services

- When storage management is not your core competency
- When data has to be available
- When operational efficiency is a must
- When reliable service at minimal cost is required
- When you need a little assistance from industry experts
- When you need to spend less but get more

# STORAGE CARE, BACKUP CARE AND UTILITY VAULTING SERVICES

## Storage Care Overview

Recognizing customers must leverage existing storage infrastructure, SAVVIS offers Storage Care management services to monitor and manage certain storage arrays (3PAR, Hitachi Data Systems and EMC) and SAN fabric (EMC, Cisco, McData and Brocade). SAVVIS provides continuous 24/7 monitoring and management support of storage architecture and equipment. Additionally, SAVVIS controls interfaces and system configuration to deliver troubleshooting, management and escalation coverage on a real-time basis.

## Flexible Solution Options

As a customer who has already invested in storage infrastructure, your needs are unique and specific to you. You may have everything you need, or you may need some additional hardware or software. Your configuration may be perfectly tuned or you may need some assistance in streamlining it. SAVVIS provides Professional Services for 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:

- Adding capacity, creating new LUNs, creating partitions
- Adding point-in-time copies
- Upgrading software and version management
- Consulting, designing and implementing equipment upgrades to meet changing storage demands

## Storage Care Solution Features

- Management of customer-owned storage environment 24 hours a day, 7 days a week
- Supported SAN environments: 3PAR, Hitachi Data Systems and EMC
- Supported Operating System environments: Sun Solaris, Windows, Apple MAC OSX v10, Red Hat Linux, HP/UX, AIX, Tru64, FreeBSD and VMware ESX
- 99.99% availability SLA using dual host path support\*
- Continuous system monitoring and customer support 24 hours a day, 7 days a week
- Troubleshooting for issue management
- Design assistance for technology refreshes and upgrades
- Design consulting for operational efficiency
- Implementations of additional functionality, upgrades and technology refreshes

\*Subject to standard SLA. Certain restrictions and exclusions apply.

## Backup Care and Utility Vaulting Overview

Occasionally events take place that require minor, or sometimes major, adjustments to a backup environment. As such, SAVVIS provides Backup Care services on customer-owned equipment that includes tape backup and restore on-demand utilizing customer-owned high-capacity and high-availability tape libraries. Additionally, SAVVIS offers Utility Vaulting to SAVVIS Utility Backup customers. Utility Vaulting includes rotation and media management to an off-site secure data archiving facility. Customers may choose from a vast array of rotation and retention schedules. Custom rotation and retention may be available upon request.

## Backup Care and Utility Vaulting Solution Features

- 24 x 7 monitoring and management of the backup architecture and equipment
- Customized backup and retention schedules

- Secure off-site vaulting
- On-demand backup, file retrieval and data restore
- Event notification to keep customers informed of backup status
- Cataloging and indexing of backup tapes for accurate tape retrieval
- Cataloging, indexing, media management and warehousing to accommodate long-term off-site storage
- Security – SAVVIS employs a comprehensive security program that provides physical, logical, and network security measures for continuous data protection. Only SAVVIS employees and vaulting vendors are allowed to physically handle tapes.

Customers can rest easy knowing that they can still utilize their dedicated backup solution in a SAVVIS data center without having to deploy additional staff or resources to manage it. With SAVVIS Backup Care and Utility Vaulting combined, customers' backup, retention and recovery strategies can be realized in a safe and secure environment. SAVVIS helps transform outsourcing backups from a risk to an advantage over in-house solutions.

### Expertise in Storage Management

Storage management is rarely the core competency or the revenue-driving resource of a business. As such, it can be a drain on any company when it is not managed properly. High staff turnover, inefficient infrastructure design and an inability to identify problems are just a few of the potential issues you may experience. All the while, the cost of these problems can continue to grow and even snowball. Many times, a company's easiest response is simply to start over, incurring potentially high capital investment costs.

SAVVIS' Managed Storage Operations team consists of engineers who collectively have more than 100 years of experience in all aspects of storage management and hardware/software design and implementation. The SAVVIS team has experts in 3PAR, EMC, Hitachi Data Systems, LSI, McData and Brocade platforms, Remote Management and hardware/software troubleshooting.

When your data simply must be online and efficient, reliable storage management is vital to containing costs. SAVVIS Storage Services can provide the management expertise you need to increase operational efficiencies.

### About SAVVIS

SAVVIS, Inc. (NASDAQ: SVVS) is a global leader in IT infrastructure services for business applications. With an IT services platform spanning North America, Europe, and Asia, SAVVIS is an industry leader in delivering secure, reliable, and scalable hosting, network, and application services. These solutions enable customers to focus on their core business while SAVVIS ensures the quality of their IT systems and operations. SAVVIS' strategic approach combines virtualization technology, a global network and multiple data centers, and automated management and provisioning systems.

**For more information about SAVVIS,**  
visit [www.savvis.net](http://www.savvis.net) or call 1-800-SAVVIS-1.