

HOSTING SERVICES

Gold Support**Providing You with the Remote Hands Support You Require**

In today's environment, organizations of all types are required to stretch their IT budgets as far as possible. Meanwhile, their IT staffs are required to address a growing range of day-to-day maintenance requests, while balancing such requests with longer-term strategic initiatives and projects. In such an environment, either turn-around times on day-to-day requests or project deadlines for strategic initiatives are bound to suffer.

With Savvis' Gold Support service, we can help you restore focus on strategic IT initiatives, by managing routine remote hands services, such as server reboots, telecommunications support, rack and stack, Operating System (O/S) loads, and tape back-ups on your organization's behalf.

Gold Support Options

Based on your unique needs, you can choose between two Gold Support options:

- **Prepaid Gold Support:** This option may be purchased in 10-hour, 5-hour and 1-hour per month increments, to accommodate your specialized requirements. Once your monthly commitment is utilized, you can continue to receive additional support at Savvis' Ad-Hoc Gold Support rate. This option is ideal for organizations that have routine monthly maintenance activities, and could benefit from Savvis' ongoing support.
- **Ad-Hoc Gold Support:** This support option may be requested on a "one-off" basis, and is not scheduled ahead of time. This option is suited to organizations that would like to have Savvis support them on a when-needed basis.

With both of these options, Gold Support can help your organization maintain IT staff productivity and keep travel costs low, by preventing trips to the data center for everyday activities. You also benefit from Savvis' expertise in handling support requests for organizations of all sizes, across a broad range of industries.

Savvis Advantages

- **Maintains Your Focus and Augments Your Staff:** Savvis' Gold Support Services permit you to focus on strategic initiatives and projects, while Savvis handles everyday maintenance requests.
- **Enhances Your Productivity:** By having Savvis manage your maintenance activities, your staff can avoid unnecessary trips to our data center locations, freeing them up to perform other activities.
- **Keeps Costs Manageable:** Two convenient billing options are available, to accommodate your organization's customized needs.
- **Provides Access to Expertise:** Gold Support Services are managed by Savvis' IT Infrastructure professionals, who have experience and knowledge that is based on performing maintenance activities on a daily basis. These resources are available on a 24/7 basis.

Gold Support Service Elements

Gold Support provides you with a broad range of support services that include the following:

- Server Re-Boots, Racks-and-Stacks and Equipment Builds
- O/S Loads
- General Network and System Trouble-Shooting
- Approved Coordination with Third-Party Vendors
- Tape Back-up Support
- Cable Management
- Cage Visio Drawings

For more detailed information about the activities that are included with Gold Support, please request a copy of our Savvis Service Guide (SSG) from your Account Executive.

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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