

SECURITY SERVICES

Incident Response (IR)**Overview**

Cyber crime represents one of the most critical threats to businesses today. Attacks are so vast and complex that it has become impossible to detect every attack by hand. These attacks can cause downtime, or can create holes in system security for further breaches, and can eventually lead to financial losses, loss of credibility, or even jail time in extreme cases.

Incident Response (IR)

Incident Response (IR) is initiated by or with the consent of the Customer upon the occurrence of a suspicious event or condition indicating a possible compromise of the Customer's digital security. A system alert, the Customer, or other indicators may signal this event or condition. Customers may purchase IR whether or not they have equipment installed in a Savvis Data Center and regardless of equipment components and architecture.

Incident Response Service Elements

The IR performed by Savvis will depend upon the nature of the security incident. Savvis will consult with the Customer to determine the most appropriate response.

This may include:

- Site hardening
- Modification of firewall and IDS rules
- Modification of OS security controls
- Analysis of logs, system statistics and files
- Collection of data and intrusion investigation
- Collection of evidence and forensic analysis
- Reporting and recommendations

Advantages

- Forensics and evidence collection expertise
- Can be used to assist with:
 - Analysis of logs, system statistics, and files
 - Development of a response plan
 - CIRT Training
 - Reporting
 - Liaising with law enforcement
- Modification of security operations plans

Savvis IR Team

Our world-class Incident Response team is on call 24/7. When an alert arrives, it is triaged by the Savvis Managed Security Team who will determine if your network and/or application host is under attack or has been breached. The IR Team will then immediately notify you and implement the incident response and cyber forensics plan created specifically for your business. Savvis Intrusion Detection Services are configured and installed per your specifications and are reviewed and updated on a semi-annual basis. Access to your alert reports for the previous 60 days is provided via a secure web-based interface. Working with Savvis to monitor and manage your intrusion detection systems provides positive return on investment by augmenting your IT resources while relieving employees from 24/7 alarm monitoring.

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