

Managed Application Services

Expertise. Technology. **Solutions.**



Agenda

- NaviSite Customer Value
- The Service Offering
- Operations Services
- Professional Services
- Questions

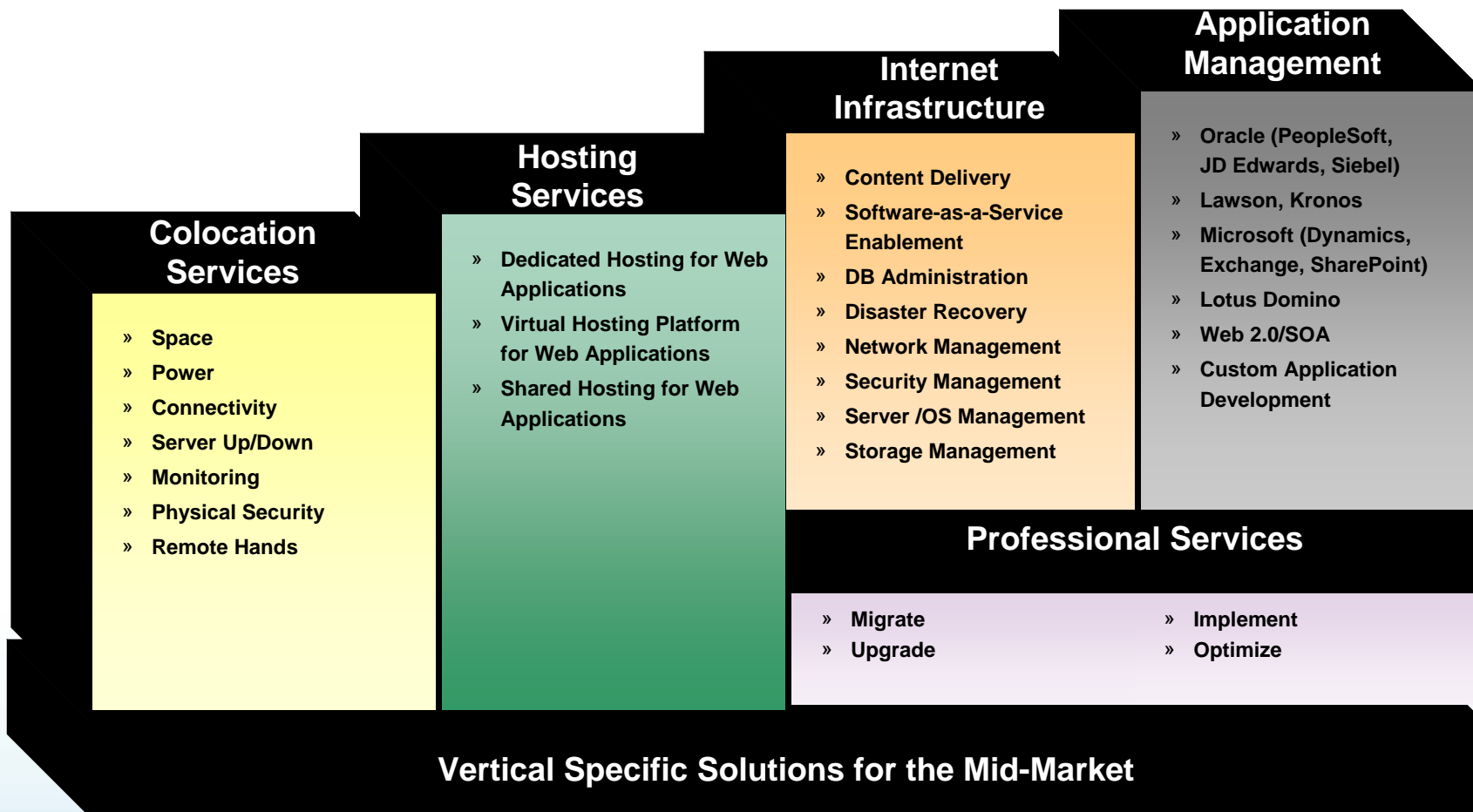


Value Statements

- **Drive Down Total Cost of Ownership**
 - Cost Savings of > 20% vs Internally Managed Applications
 - Technology Designed with Applications In Mind
 - Capacity on Demand / Extension of Your IT Staff
- **Manage the Risk Associated with Enterprise Applications**
 - Integrated Disaster Recover / Business Continuity
 - Eliminate the “One Monkey Circus”
 - Continuous “Free” Upgrades
- **Deliver Superior Service Levels**
 - “One Throat to Choke” Complete Customer Support
 - Trained / Certified Help Desk
 - Committed Responsiveness and Resolution



What We Do



Problems We Solve

Increasingly Complex IT

- » Enterprise Applications
- » Infrastructure Requirements
- » Network Performance
- » Pervasive E-mail Access
- » Multiple IP Devices
- » Distributed User Community
- » Security & Monitoring

Challenges Facing Enterprises

Constrained Resources

- » Application Implementation & Management
- » IT Personnel Expertise – Both Breadth and Depth
- » 24/7 Support & Reliability
- » Physical Space
- » Lack of Access Talent Pool
- » OPEX vs. CAPEX



Our Market Differentiation

Expertise

- Focused Applications Excellence
- Technology / Domain Expertise

Technology

- Application Specific Platform
- Highly Automated Systems

Delivery

- Across All Service Offerings
- Cost Effective Scalable Infrastructure

Higher Quality at Lower Cost

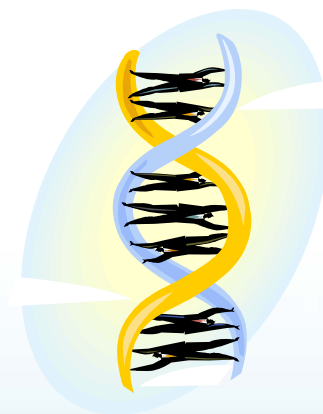
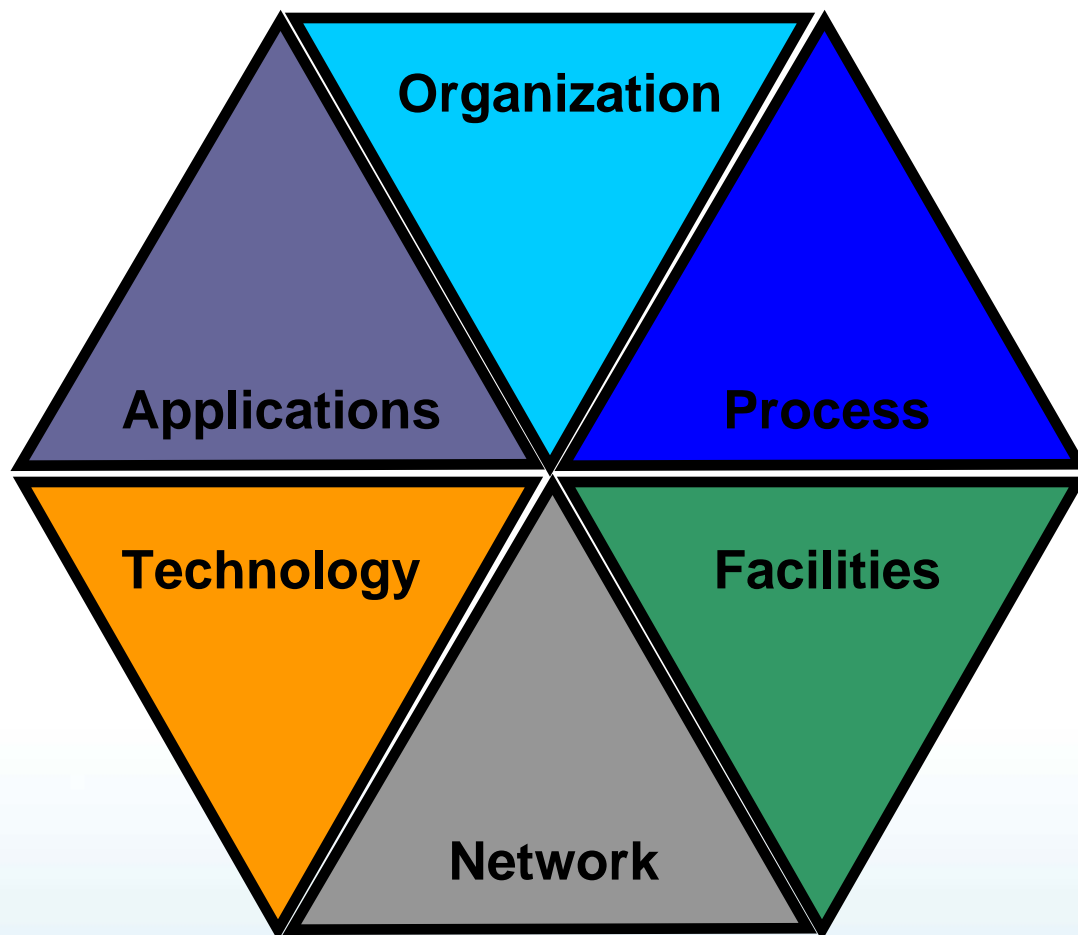


Select Customers

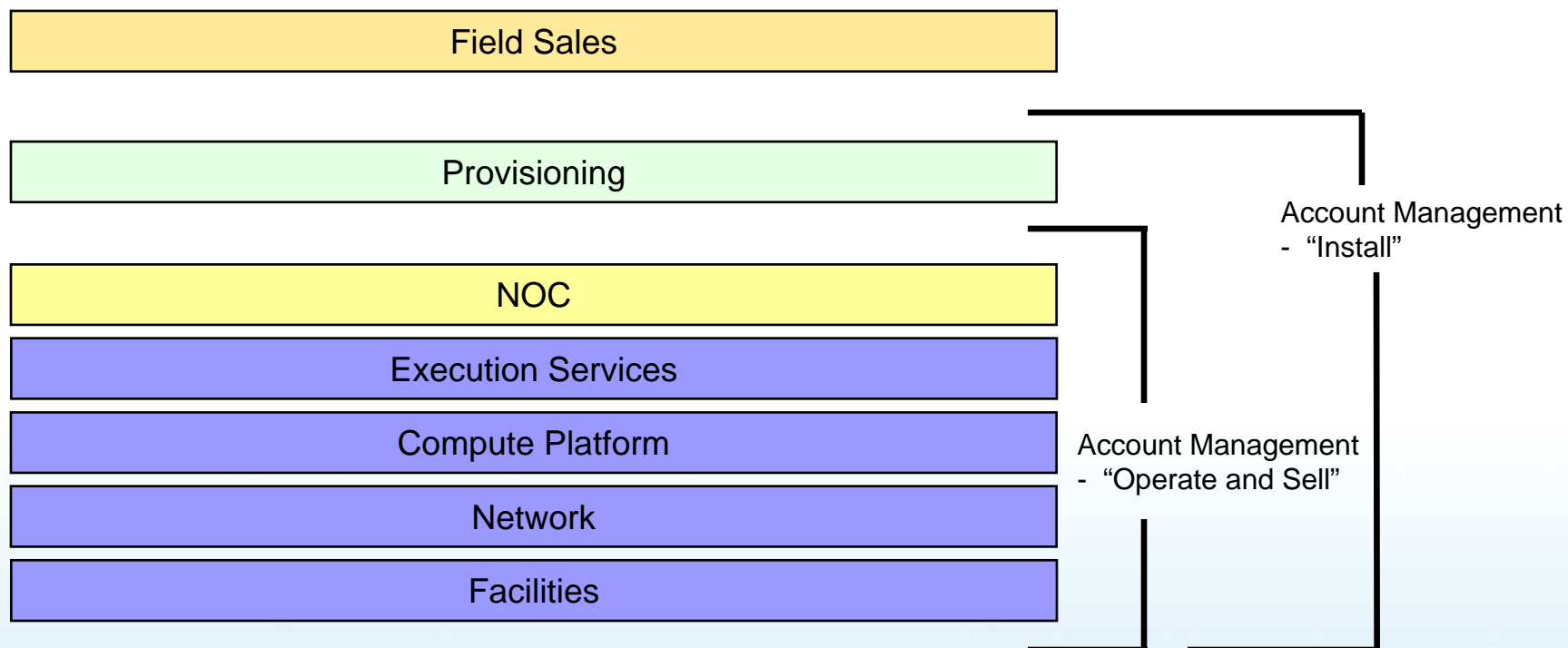
| Financial Services | Healthcare & Pharmaceuticals | Manufacturing & Distribution | Public Sector | Publishing, Media & Communications | Retail & Services | High Tech |
|---|---|--|--|---|---|---|
|  |  | DAIMLERCHRYSLER  | JOHNS HOPKINS UNIVERSITY  |  |  |  |
|  |  |  |  |  |  |  |
|  |  | <i>Quixote</i> |  |  |  |  |
| DODGE & COX | <i>eClinicalWorks</i> |  |  |  |  |  |
|  |  | BULOVA |  |  |  |  |
| |  | ARAMARK | |  |  |  |
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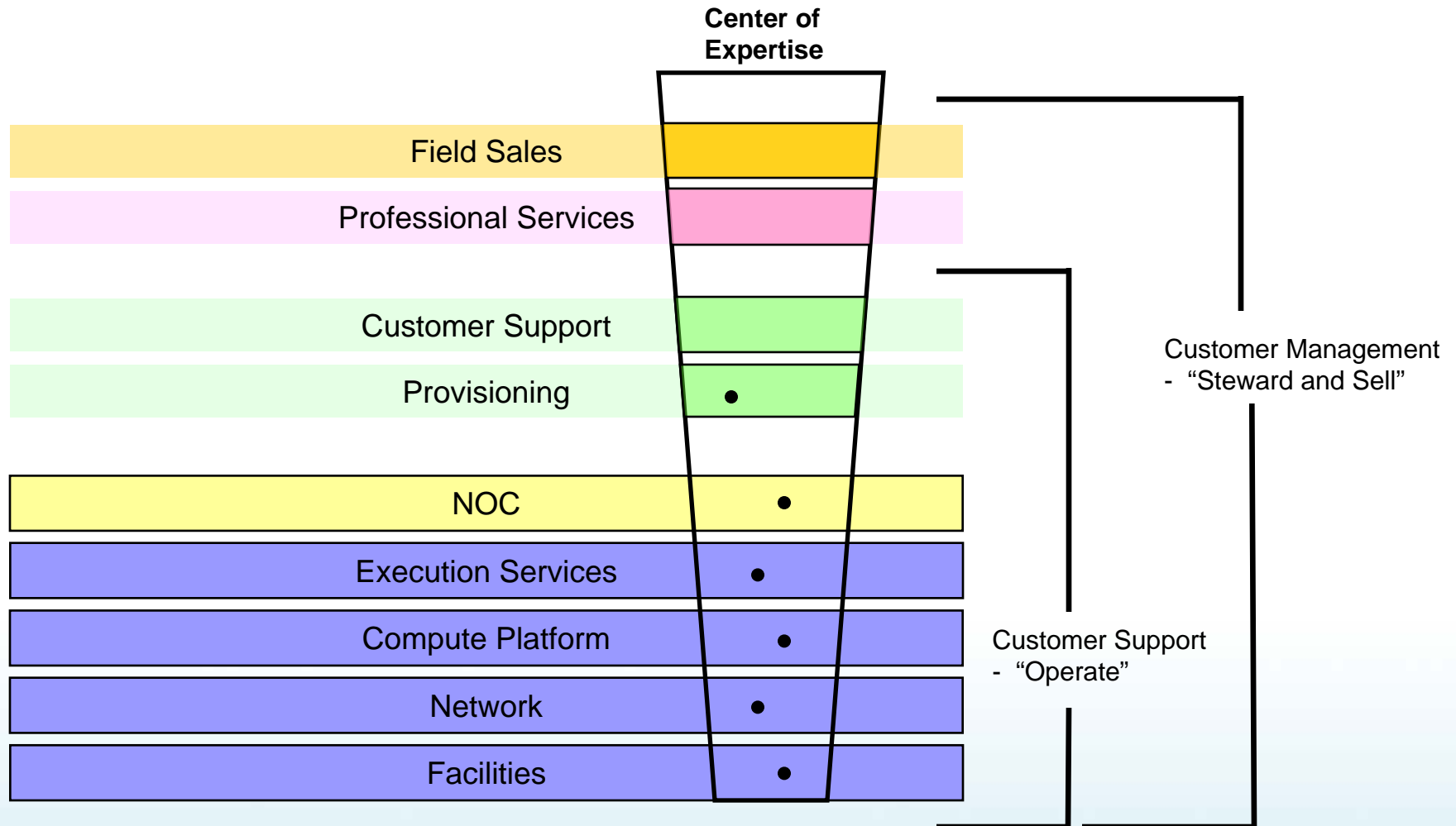
Service Offering Architecture



Managed Hosting Services – Customer Engagement



Managed Application Services – Customer Engagement

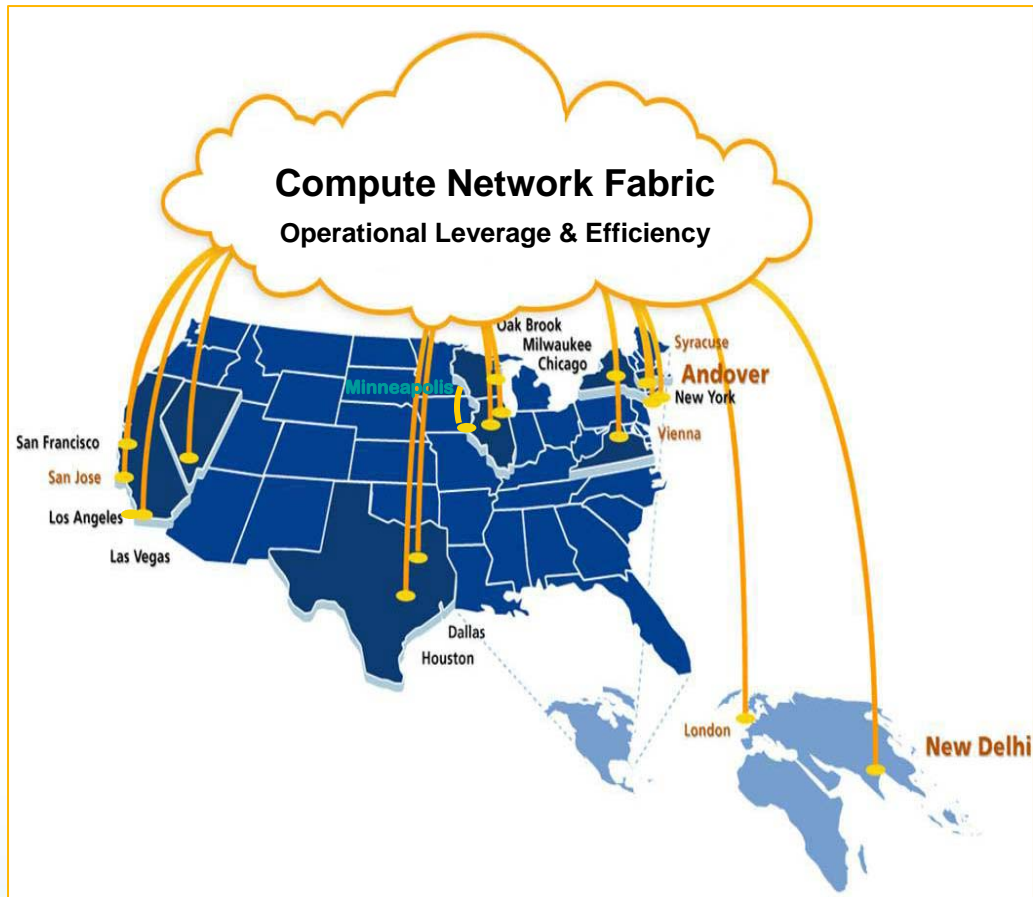


Service Offering - Operations Services

- Comprehensive, Guaranteed, Service Level Commitments
 - Dependable Applications Availability
 - Complete Customer Support
 - Thorough Lifecycle Management



Our Infrastructure Fabric



Platform Description


- 17 Data Centers Approximately 220,000 sq ft
- 6,000+ Managed Servers
- 58% Capacity Utilization
- 6 CDN distribution nodes
- NOC in India
- NaviView™
 - Automation
 - Collaborative Application Management
 - Monitoring & Management

One Throat To Choke Customer Care

- Problem Aggregation
- Operations Questions (Worked Yesterday, Not Today)
- Functional Questions (How do I...?).
- Respond According to Committed Standards
 - Customer Sets Priority
 - Defined Escalation
 - Customer Closes
- Support Coordinator Role



NaviView


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ACCOUNT
SERVICE
OPERATIONS
INCIDENTS
REPORTS


[Account Summary](#) | [Contact Summary](#) | [Configuration Summary](#) | [Group Summary](#) | [Usage Summary](#)

Contact Summary

| | |
|---|---|
| <p>CUSTOMER ADDRESS</p> <p>NaviSite, Inc. - Portal Svcs 400 Minuteman Road Andover, MA 01810</p> | <p>SUPPORT CONTACTS</p> <p>Sales Support:</p> <p>Customer Care: CustCare 877-628-7483 customercare@navisite.com</p> <p>Operations Support: Support Center 888-888-8888 bss@navisite.com</p> |
|---|---|

Technical Contacts

| Name | Work # | Mobile # | Pager # | Email |
|--------------------------------|--------------------|--------------|---------|--|
| Ted Crawford | | | | tcrawford@navisite.com |
| Ray Howell | 978-946-8907 | 978-265-3963 | | rhowell@navisite.com |
| Brad Hutchison | 315-453-2912 x5347 | 315-265-3243 | | bhutchison@navisite.com |
| K.C. Laxton | CCP Login Only | | | kclaxton@navisite.com |
| CSE Supports Web servers | | | | customercare@navisite.com |
| Guest User | 888-264-4662 | | | quest@navisite.com |


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ACCOUNT SERVICE OPERATIONS INCIDENTS REPORTS

Account Summary | Contact Summary | Configuration Summary | Group Summary | Usage Summary

CONFIGURATION SUMMARY

MANAGED HOSTING ADR Environment

SERVERS

| Machine Name | Type | Platform | Cabinet | DC | Status | Host Name | IP Address |
|-----------------------------|-----------|----------|------------------|----|--------|-------------------------------|-----------------------------|
| mindwwweb01 | Dedicated | LINUX | POD 01 EM-1-1-07 | MM | LIVE | mindwwweb01 mindwwweb01-bu | 10.208.9.53 10.220.41.53 |
| mindwwweb02 | Dedicated | LINUX | POD 01 EM-1-1-07 | MM | LIVE | mindwwweb02 mindwwweb02-bu | 10.208.9.52 10.220.41.52 |

MANAGED HOSTING Development Environment

SERVERS

| Machine Name | Type | Platform | Cabinet | DC | Status | Host Name | IP Address |
|----------------------------------|-----------|--------------|------------------|----|--------|----------------------------|---------------------------------|
| devgrph001 | Dedicated | LINUX | POD 01 EM-1-1-13 | MM | LIVE | devgrph001be | 10.208.8.141 |
| incontroldemo-fe | Virtual | WINDOWS 2000 | POD 01 EM-1-1-08 | MM | LIVE | incontroldemo | incontroldemo |
| minccdev001 | Dedicated | WINDOWS 2000 | POD 01 EM-1-1-08 | MM | LIVE | minccdev001 minccdev001 | 10.208.14.107 216.251.228.27 |
| minccdev02 | Dedicated | WINDOWS 2000 | POD 01 EM-1-1-08 | MM | LIVE | minccdev02 | 10.208.14.44 |

MANAGED HOSTING NaviView Environment

FIREWALLS

| Machine Name | Type | Platform | Cabinet | DC | Status | Host Name | IP Address |
|-----------------------------|-----------|----------|------------------|----|--------|---|---|
| minccfwb001 | Dedicated | | POD 01 EM-1-1-08 | MM | LIVE | minccfwb001s1p2 minccfwb00xs1p2 minccfwb001s1p3 | 10.208.14.33 10.208.14.35 10.208.14.5 |

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ACCOUNT SERVICE OPERATIONS INCIDENTS REPORTS

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View Service Requests

Company: NaviSite, Inc. - Portal Svcs | Class: All | Group: All

Status: ALL | Ticket #: | Begin Date: | End Date: | Filter | Reset

SHOWING RESULTS 1 TO 7 OUT OF 7

| Ticket # | Desc. | Status | Submitter | Assigned Group | Create Date |
|-----------------------------|------------------------------|----------|------------|--------------------|----------------|
| TT#00699943 | Apply 8.9.x patch to PSof... | ASSIGNED | Guest User | PeopleSoft TechOps | 11/14/05 12:02 |
| TT#00699942 | Apply 8.9.x patch to PSof... | ASSIGNED | Guest User | PeopleSoft TechOps | 11/14/05 12:02 |
| TT#00635104 | Terminal Session CPU perc... | WIP | Ray Howell | IT - Applications | 07/14/05 09:21 |
| TT#00635099 | CPU_1 is 95.84 % busy.... | WIP | Ray Howell | IT - Applications | 07/14/05 09:14 |
| TT#00635085 | CPU_0 is 98.51 % busy.... | WIP | Ray Howell | IT - Applications | 07/14/05 08:58 |
| TT#00627688 | CPU__Total is 97.80 % bus... | WIP | Ray Howell | IT - Applications | 06/27/05 18:11 |
| CR000101629 | Add Microsoft patch requi... | ASSIGNED | Ray Howell | Escalation-General | 07/09/04 15:44 |

powered by NaviSite

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ACCOUNT SERVICE OPERATIONS **INCIDENTS** REPORTS

Monitors & Performance | Events |

Monitors & Performance

Monitors

- My Monitors
- BMC: Server
 - HTTP Page Download
 - http://10.208.8.137:7041/ (PARSE: OK)
 - http://incontroldemo.navisite.com:80/
 - http://minccapp02.min.navisite-int.com:80/ism.asp
 - http://minccweb001.navisite.com/
 - http://minccweb002.navisite.com/
 - http://mv.surebridge.com/Authentication/Loqon.asp
 - http://mv.surebridge.com/Authentication/Loqon.asp
 - https://10.188.4.59/Authentication/Login.aspx
 - https://10.188.4.69/Authentication/Login.aspx
 - https://10.188.4.79/Authentication/Login.aspx
 - https://216.251.228.21:443/index.asp (PARSE: CA)
 - https://216.251.228.22:443/index.asp (PARSE: CA)
 - https://ibmccvip.navisite.com/
 - https://naviview.navisite.com/index.asp (PARSE: lo)
- Ping
- WMI: Server
- WMI: Service Monitor

Statistics Monitor Config Policy Config Children

naviview-vip [v]

<<< Page Download [v] 5 Day(s) [v] Display Graph >>>

900 m
800 m
700 m
600 m
500 m
400 m
300 m
200 m
100 m

Thu Fri Sat Sun Mon

11/09/05 15:26 - 11/14/05 15:26

- https://naviview.navisite.com/index.asp (PARSE: login) DNS Lookup
- https://naviview.navisite.com/index.asp (PARSE: login) Connect
- https://naviview.navisite.com/index.asp (PARSE: login) Embedded
- https://naviview.navisite.com/index.asp (PARSE: login) First byte
- https://naviview.navisite.com/index.asp (PARSE: login) Follow redir
- https://naviview.navisite.com/index.asp (PARSE: login) Get_content



Service Offering – Professional Services

- Comprehensive, Guaranteed Service Level Commitments
 - Effective Installation, Configuration, and Extension
 - Comprehensive Knowledge Transfer
 - Exceptional Project and Engagement Management



Managed Application Services

Expertise. Technology. **Solutions.**

