

# Managed Hosting



## WELCOME TO THE FUTURE OF HOSTING

Combine unparalleled service and support from a company that manages some of the most complex websites on the Internet with a revolutionary new utility computing platform that frees you from the economic and flexibility constraints of dedicated servers, and you have Terremark's Managed Hosting, a full-service, utility-enabled hosting solution from a pioneer in the industry. Welcome to the future of hosting.

## POWERED BY INFINISTRUTURE™

Terremark's next-generation utility computing platform, Infinistructure, eliminates the problem of underutilized, over-engineered, rapidly aging dedicated servers. Working together with strategic technology partners including VMWare, HP, and Cisco, we've designed a managed infrastructure that offers revolutionary levels of flexibility and scalability, and the first platform in the industry to support the live migration of applications between physical devices with no interruption in service.

Advanced virtualization technology allows processing, memory and storage on demand. So you can purchase capacity as required for seasonal or event-driven needs, optimize system

utilization and perfectly align your infrastructure to your business goals.

Infinistructure's TomorrowProof™ architecture ensures you're always running on the best platform available. As we add new nodes based on the latest server and storage technologies, the system's average CPU speed and overall total performance metrics increase, giving your application continuous and seamless access to new levels of power and performance.

Infinistructure's enterprise-class server and storage infrastructure provides a best-of-breed platform with:

- HP ProLiant server platform
- 250 core 64-bit processing array
- Gigabit networking with hardware load-balancing features
- Total capacity of 35 terabytes of high-performance fiber-attached storage with dynamic provisioning and superior disk performance to server-based storage
- Complete server isolation, VLAN network partitioning and PCI-compliant firewalls ensure a highly secure environment
- Supports Windows and Linux environments

You need more than enthusiasm and tenacity to manage the leading applications on the Internet. You need the smartest people, leveraging proven, standards-based best practices, armed with the right technology to do the job.

We attract the best people in the industry by giving them leadingedge, demanding applications to work on. We keep them with a strong, unified culture and a commitment to technological leadership.

Our service and support team is organized and operates according to IT Infrastructure Library (ITIL) standards and practices. We hold certifications including SAS 70 Type II, VISA CISP and Safe Harbor that help our clients meet critical regulatory and security requirements, including Sarbanes-Oxley, GLBA and HIPAA.

Our investment in service delivery technology is unmatched. We spent five years and \$10 million developing digitalOps®, the industry's only Enterprise Service Delivery Platform,

providing enterprise workflow and task automation. The power of a unified business platform speeds response times, reduces human error, and increases systems availability through increased accuracy, comprehensive change control and rapid fault resolution. Our Command Center extends this functionality to our clients, providing a complete live control center including service ticketing, alert management, and performance, trending and reporting.

ABOUT TERREMARK

Terremark Worldwide, Inc. (NASDAQ:TMRK) is a leading global provider of IT infrastructure services delivered on the industry's most robust and advanced operations platform. Leveraging data centers in the United States, Europe and Latin America and access to massive and diverse network connectivity, Terremark delivers government and enterprise customers a comprehensive suite of managed solutions including hosting, colocation, connectivity and security services.

Terremark Managed Hosting	Traditional Dedicated Hosting
<b>Platform</b> <ul style="list-style-type: none"> <li>Infrastructure Utility Computing Platform</li> <li>Virtual server fails over in seconds</li> <li>Continuous upgrade program = ongoing performance improvement</li> <li>On-demand access to additional server &amp; storage capacity</li> </ul>	<b>Platform</b> <ul style="list-style-type: none"> <li>Standard dedicated server</li> <li>4+ hours needed after server failure to replace, reinstall, reconfigure</li> <li>Limited ability to upgrade platform</li> <li>Additional capacity bought in large, long-term increments</li> </ul>
<b>Network Infrastructure &amp; Services</b> <ul style="list-style-type: none"> <li>PCI-compliant Cisco firewalls &amp; hardware load balancing</li> <li>Enhanced firewall policy management</li> <li>Bandwidth utilization reporting through digitalOps Command Center</li> </ul>	<b>Network Infrastructure &amp; Services</b> <ul style="list-style-type: none"> <li>Software-based firewalls &amp; load balancing</li> <li>Basic network provisioning &amp; management</li> </ul>
<b>Implementation Services</b> <ul style="list-style-type: none"> <li>Assigned project manager &amp; implementation engineer</li> <li>Available database &amp; application installation services</li> </ul>	<b>Implementation Services</b> <ul style="list-style-type: none"> <li>Basic setup: OS, network, hardware</li> <li>Self-service application platform installation &amp; configuration</li> </ul>
<b>Support Services &amp; Account Management</b> <ul style="list-style-type: none"> <li>Custom solution design consultants trained on industry best practices</li> <li>Assigned Technical Account Manager</li> <li>24/7 access to assigned Smart Support team</li> <li>Access to application, web, database expertise</li> </ul>	<b>Support Services &amp; Account Management</b> <ul style="list-style-type: none"> <li>Basic sales support</li> <li>Standard call-center support model</li> <li>Support limited to hardware, network, OS</li> </ul>
<b>Administrative Services</b> <ul style="list-style-type: none"> <li>Managed file system, application &amp; database backup</li> <li>Patch discovery, review, testing &amp; deployment services for OS &amp; applications, with comprehensive change management reporting through digitalOps Command Center</li> </ul>	<b>Administrative Services</b> <ul style="list-style-type: none"> <li>Self-service file-level backup</li> <li>OS patching</li> </ul>
<b>Monitoring &amp; Service Level Agreements</b> <ul style="list-style-type: none"> <li>Comprehensive monitoring suite, including predictive hardware health monitors, deep application monitoring &amp; available custom transactional monitors</li> <li>Complete real-time alert management, trend analysis &amp; performance metrics available through digitalOps Command Center</li> <li>Full Device, Network and Data Center SLAs</li> </ul>	<b>Monitoring &amp; Service Level Agreements</b> <ul style="list-style-type: none"> <li>Basic port and keyword monitors</li> <li>Network SLA</li> </ul>