

PRODUCT BRIEF

AT&T Enterprise Hosting Services

Building the Foundation

AT&T Enterprise Hosting Services offer a rich portfolio of flexible hosting solutions including security, storage, intelligent content distribution, disaster recovery and load balancing options with VPN and data networking integration. AT&T's Enterprise Hosting Services deliver a fully integrated application and networking infrastructure to handle the simplest to the most demanding hosting requirements, simplifying and streamlining the integration of components from separate vendors. AT&T's hosting services further support continuity requirements, delivering an always-on infrastructure and recovery capabilities helping you to restore the networking and application infrastructure quickly if something unexpected does happen.

AT&T's global Internet Data Centers (IDCs) are optimized to provide an industry-leading web, data, and e-business applications hosting environment. Each Internet Data Center is

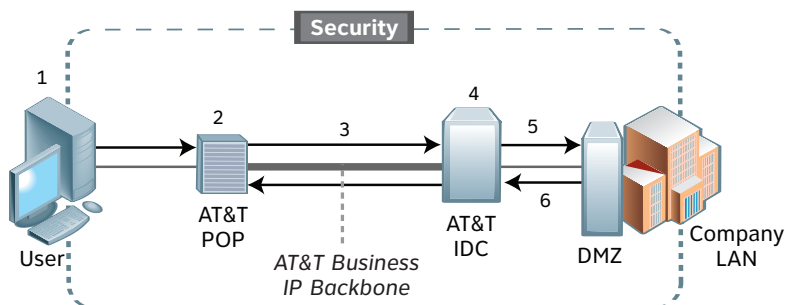
protected from intrusion and failure by multi-layered security, failsafe redundancy, diversity measures and rapid response recovery measures.

Reliable Performance

Automatically benefit from the high-reliability technology built into the AT&T Network with advanced technologies and support from Global Networking Operations Centers. The Internet Data Centers provide:

- Dual AT&T Global Network Internet access capacity on the AT&T IP Network with redundant, path-diverse entrances and exits
- 24x7x365 security protection and maintenance
- Redundant, uninterruptible power sources and backup systems
- State-of-the-art fire suppression and air conditioning systems

An Integrated Hosting Environment



Benefits

- Comprehensive monitoring and management options from availability monitoring to component availability management to end-to-end performance management
- Performance advantages of a 24x365 predictive management platform
- Security, scalability, on-demand capacity and reliability of AT&T's Internet Data Centers
- Industry-leading portal and reporting services for optimum control and visibility
- Direct connection to AT&T's Global Network backbone

Features

- 30 U.S. and Global AT&T Internet Data Centers integrated with AT&T's high-performing global network
- Monitored and managed 24x7
- Flexible monitoring and management services
- Performance reports via the AT&T BusinessDirect® Portal
- Industry leading service level agreements
- Dedicated front-end connectivity: Ethernet, fast-Ethernet or Gigabit Ethernet as well as direct access to AT&T's MPLS and remote access infrastructure

Direct Connectivity to the AT&T Global Network Means:

- Integration with AT&T's high-performing global network
- A network design with no single point of failure in the core architecture
- Backbone nodes located in secured AT&T central offices
- Management and monitoring by AT&T's Network Control Center

Continuum of Service Options

AT&T Enterprise Hosting Services offer a continuum of hosting and management capabilities that provide you with a global, scalable, reliable and flexible infrastructure – whether AT&T is providing a fully managed hosting solution or you are managing your applications hosted in AT&T's Internet Data Centers. A solution may include:

- Monitoring and Management Options
- Hardware and Software Options
- Database Clustering
- Managed Load Balancing
- Managed Security Services
- AT&T Direct Control
- Intelligent Content Distribution
- Managed Storage Services

Monitoring and Management

AT&T's Integrated Global Enterprise Management System (iGEMS) is integrated with AT&T's Internet Data Centers (IDCs). Through iGEMS, AT&T proactively monitors and manages your hosting solutions to deliver unsurpassed application performance management. Using iGEMS, AT&T:

- Monitors components of the hosting infrastructure including network, applications, facility, hardware and software for availability, performance and usage
- Correlates events across all three domains to predict and prevent potential problems before they occur

Performance Reporting

The AT&T Managed Services Portal provides you with control and visibility into the health of the applications and secure access to detailed information on the hosted infrastructure and applications. It provides you with a personalized view into AT&T's internal monitoring, asset management, and trouble ticketing systems.

The AT&T Managed Services Portal also gives you:

- Access to real-time performance reporting with integrated SLA data
- A business view of your network, server and application topology
- Electronic customer service tools, including ticketing, ordering and billing

The portal features timely information that can be used to monitor and maintain systems, track network and application uptime, and monitor performance and service quality – all directly tied to Service Level Agreements (SLAs). The portal helps control costs, manage complexity, optimize collaboration and ensure continuity.

Service Level Agreements

All AT&T Managed Hosting Services are backed by industry-leading performance guarantees. You can choose from standard or custom SLAs that cover business transaction availability and response times, server and application availability, network availability and resolution management.

For more information contact your AT&T Representative or visit us at www.att.com/business.

