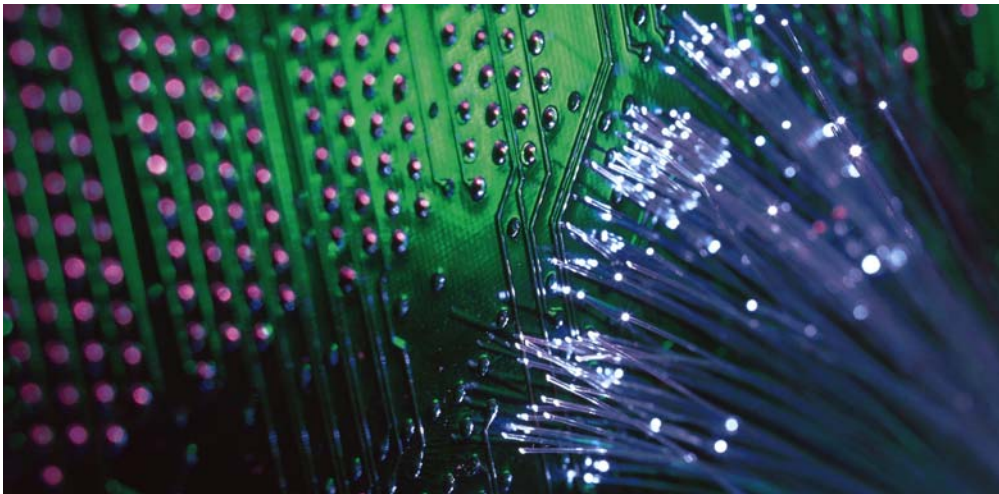


## Optimizing Networks Through A Proven Platform

### AT&T Government Solutions Enterprise Management System (AGMEMS)

Your agency's day-to-day operations depend on the unfailing performance of your network. If the complexity or scope of managing all elements across the enterprise leaves your department overwhelmed, you need a powerful tool to assist your group in controlling network activity and streamlining the workload.



### Ensuring Peak Performance

The AT&T Government Solutions Enterprise Management System (AGMEMS) is a distributed and predictive enterprise management platform that supports our largest global customers. Evolving from many years within the highly challenging data environment of AT&T operations, the proven platform can reliably manage your mission critical operations. Capable of monitoring large and small enterprise networks, the platform is scalable in functionality and adaptable to continual technology enhancements.

AGMEMS integrates a carefully chosen set of commercial off-the-shelf (COTS) products, including HP OpenView, Remedy, Concord, Oracle, and Crystal. We enhance these core tools with AT&T proprietary products to provide government customers with a unique, open architecture solution. We continuously test and evaluate new products and revisions to existing market-leading tools for the purpose of enhancing our integrated architecture.

The platform provides an in-dept view of network devices and their status to assist you in evaluating performance, diagnosing problems through resolution, restoring service, and proactively managing your network. Graphic displays of your network topologies provide high-level views from the lowest level of elements.

### Benefits

- Reduce bottlenecks within network systems, applications and services by pinpointing instantaneously where and when problems arise
- Lower operating costs by improving maintenance and optimizing information flow
- Diagnose and respond quickly to problems across the enterprise through sophisticated reporting processes
- Increase security of critical data by enforcing access, authorization and privacy policies
- Support your legacy environment with an open platform that is scalable to your changing requirements
- Deploy the platform at an AT&T operation center or on your premise -- you decide
- Rely on a single database of record to consolidate and report critical information about network activity

## Launching One Platform with Many Solutions

AGMEMS offers a host of features to ensure network reliability. The Problem Management function records enterprise problems, resolutions activities, and solutions. The Asset Management function tracks and manages enterprise assets. The Device Alarm Surveillance element accepts SNMP and non-SNMP events, and the Performance Surveillance feature tracks unmet performance thresholds. The platform also provides you with:

- **Flow-through System Management** – network events automatically open trouble tickets or append existing tickets and are routed to the appropriate organization
- **Application Management** - monitors events of vendor and custom applications running on the enterprise
- **Automatic Trouble Ticket Generation** - automatically create trouble tickets for events from devices, performance metrics, and applications
- **Performance Reporting** - collects key network variables such as throughput, response time and general network availability, highlights performance improvement opportunities, and provides long-term trending indicators. Reports are regularly scheduled or on-demand from the AGMEMS database.
- **Deployed Classified/Non-classified Configurations**
- **Service Level Agreements** - provides reports that enable the support staff to manage service goals and commitments effectively
- **Configuration Management** - supports Element Management Systems to keep track of Device configuration and provisioning information
- **Event Correlation** - reduces the number of trouble tickets an operator receives on the same event
- **Web Portal Interface** - provides the customers and all users with web access to the AGMEMS information
- **Service and Mission Thread Status** - enables you to quickly define services/missions, view their status, and determine root cause
- **Security Management** – verifies the access and privileges of network users as well as detects and records unauthorized attempts. Centralized database of record provides all network element IDs, software, and firmware revisions in a single report.
- **Enterprise Maps** - provide graphical representations of the enterprise elements and are linked to the trouble ticketing system, in the event of an outage

- **Device Management** - monitors both SNMP and non-SNMP devices and provides a single view to the end user
- **E-bonding** - provides an electronic transfer of AGMEMS information to external systems and business partners
- **Help Desk** - provides process of logging and resolving users questions and problems

## About AT&T Government Solutions

AT&T Government Solutions, headquartered in Vienna, Virginia, is a long-standing, trusted source of information technology solutions for federal, state and local governments, integrating unmatched network resources and professional services expertise with innovative technologies from AT&T Labs and industry-leading partners. Best known for network leadership in voice, data, video and managed services, AT&T Government Solutions is a proven integrator, with professional services expertise in areas such as enterprise architecture, business transformation, knowledge management, training, program management, systems engineering and security. More than 3,000 scientists, engineers and analysts — many with security clearances — focus exclusively on the professional services needs of government, with support from tens of thousands of professionals throughout the AT&T family of companies.

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### Fine Tune Your Network

Contact us directly at 703.506.5321 to learn how we can assist you in increasing network reliability while monitoring activity across your enterprise.

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