

1.5 Management and Applications Services

[L.34.1.5]

Agencies will receive a broad variety of managed and applications services that are delivered through our global Internet protocol (IP) infrastructure and carrier grade data centers, managed by our expert operations staff, and supported by our automated integrated global enterprise management system (iGEMS).

The offeror shall describe the means by which the requirements for the mandatory Management and Applications Services specified in Section C.2 Technical Requirements will be satisfied.

The key to offering Agencies managed applications services is to have data centers integrated into the optical/Internet protocol (IP) infrastructure.

Applications such as hosted call center solutions, unified messaging, web conferencing, customer resources management (CRM), and other application services will be hosting in carrier grade secure data center facilities. These facilities are tightly integrated with our IP and optical network for rapid distribution of information. When our core assets of optical networking and data centers are combined with our Global Customer Support Center (GCSC) and professional engineering services, we are capable of offering a suite of comprehensive managed solutions to Agencies.

[REDACTED]



Without investment in data centers, Agencies cannot be offered this future suite of capabilities and is a primary reason why Agencies should select AT&T as their enterprise telecommunication provider.

"iGEMS wins Product of the Year Award for Outsourced Applications"

"iGEMS wins Product of the Year Award for Outsourced Management"

--Network Magazine. 2002

AT&T understands the importance of managing these network environments and has invested in a GCSC that offers the people, processes, and systems, which will provide Agencies with managed network, hosting, and applications services. [REDACTED]

Category	Value (Estimated %)
1	100
2	95
3	100
4	85
5	90
6	100
7	65
8	95
9	100

These team partners have vast experiences in offering these services to both Government and commercial customers. Their people, methodology, and tools enable them to provide consistent service quality in their areas of expertise. We will team together to combine our capabilities to offer integrated managed and application solutions to Government Agencies.

As we have done for over 100 years, AT&T will deliver on its promise to perform. Our integrity, financial strength, rich portfolio of current and future products, contract management skills, and executive commitment—as well as those of subcontractor and suppliers - will be at the GSA's service.