**AT&T Integrated Global Enterprise Management System**

**A Network Infrastructure and Applications Management Platform**

AT&T integrated Global Enterprise Management System (iGEMS) is a sophisticated, end-to-end global network management platform that enables AT&T to monitor and manage the performance of customer networks and associated applications in a proactive, predictive and preventative manner. Leveraging best of breed tools to collect network, client premise equipment, system and application events; iGEMS correlates activities to suppress 80% of symptomatic alarms that would otherwise distract network managers.

Predictable Performance, Security and Reliability
The iGEMS platform allows AT&T to deliver predictable performance and reliable and secure enterprise networking to customers. Experts at our Customer Operation Centers worldwide perform the proactive and predictive monitoring, operation, and administration of customer networks, servers and applications - on customer premises or at an AT&T Internet Data Center.

Visibility and Control
Customers can view their managed solution performance, using information collected by iGEMS, through the AT&T Managed Services Portal. Using the portal, customers can securely access near real-time, personalized views of their managed solution performance as well as receive historical performance reports. Consistent reports and 24x7 availability help customers to be fully informed of the status of their network and the corporate activities - enhancing solution control and visibility.

**Improved Application Performance**
AT&T uses modeling and network simulation techniques to analyze and stress test applications in advance and then evaluates their effect on the networking infrastructure. This ensures the seamless integration of an application, whatever its source, into a customer’s networking environment, while the results of the testing and analysis can support the development of service level agreements tailored to customer specific needs. Our reports show how well an application is performing against requirements.

**Benefits**
- Prevent potential problems before they impact end-user experience via predictable performance levels
- Maintain maximum network and application availability
- View and track the performance of mission-critical applications
- Proactively and quickly respond to performance deviations
- High levels of control and service management with networking technology linked to business processes
- Single-provider accountability on a global basis for customer network performance and associated business applications
Professional Networking Expertise

Our centers are staffed 24x7x365 with certified, highly experienced skilled professionals with backgrounds in network and information technologies infrastructure management. The staff follows rigorous, documented processes to ensure the performance of a solution, such as:

- Application Due Diligence & Stress Testing
- Service Level and Configuration Engineering
- Project, Change, Capacity, Configuration & Inventory Management
- Customer Acceptance Testing
- Operational Metrics (Time to Respond and Time to Restore/Repair)

Skilled professionals undergo continual process, technology and service training to ensure skills remain current. They average over thirteen years IT and network management experience and may carry certifications, some of which are:

- Project Management: PMP
- Networking: CCNA, CCNP
- Security: CCSA, CCSE, CISSP, NSA
- Hardware: SUN - Solaris, MCSE, Compaq-ASE, A+, CNA
- Application: Oracle, Checkpoint, AIX, etc.

Managing Complexity

The platform monitors customer implementation using a combination of best-in-class elements, including probes, intelligent agents and proprietary event correlation capabilities.

iGEMS integrates a wide variety of commercially available management and service assurance tools, integrating the tools into a single platform using CORBA technologies.

- More than 90 different third-party applications are supported, such as HP/OpenView, Cisco Works, Remedy, Vantive, Visual Networks, BMC, Candle, HP/VPIS, Smarts In-Charge and more
- More than 480,000 lines of code are written exclusively by AT&T Labs to enable event correlation across all these tools
- Manages more than 35,000 routers, 150,000 interfaces, 7,000 hubs, servers and desktops and 500,000 objects, and supports more than 3,000 concurrent AT&T users at peak hours
- Leverages AT&T’s networking and Internet Data Center (IDC) capabilities across the globe with Management centers in three domestic and five international sites, 21 Internet Data Centers and networking services to more than 60 countries and 850 cities

Features

- End-to-end integration, management and monitoring of customer’s networking environments and applications
- Monitors and manages the network and networking devices, customer premises equipment, data center infrastructure, servers, operating systems and business applications for availability, performance and usage
- Correlates multiple events across the network, systems and application domains
- Enables AT&T to quickly respond and cure troubles through probable root cause detection
- Enables management policies to be designed to support the customer’s enterprise business requirements and manage them on a real-time basis
- Available to manage global solutions that use AT&T’s networking and Internet Data Centers (IDC); supporting 21 IDC’s across 4 continents and networking services to more than 60 countries and 850 cities

For more information, contact your AT&T Representative, or visit www.ap.att.com.