

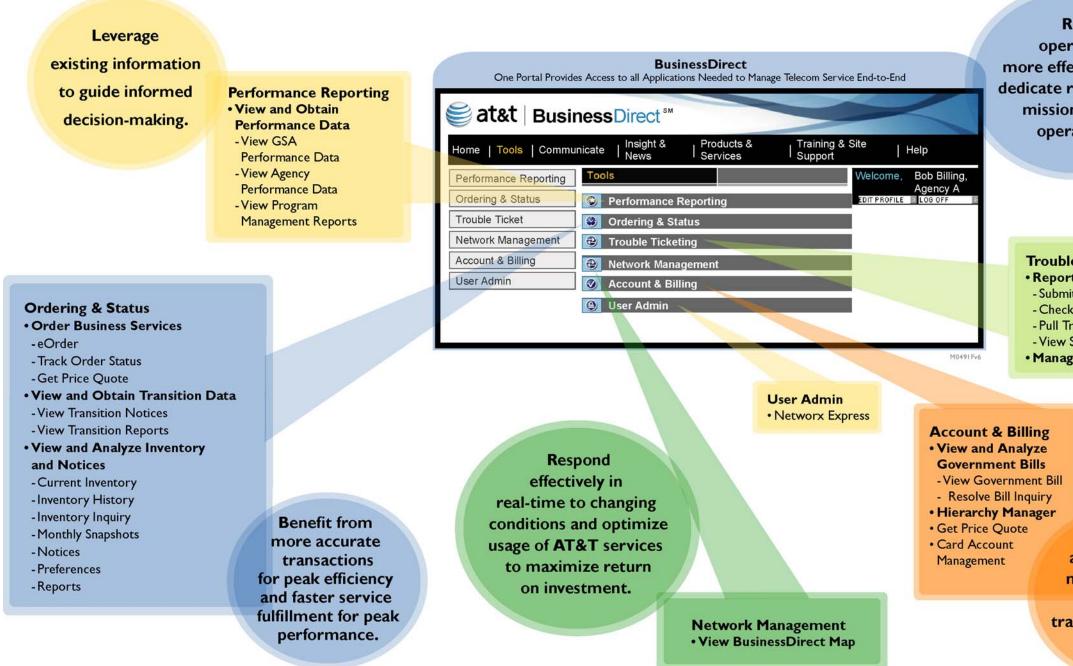




AT&T BusinessDirect[®] Application Roadmap

Appendix R provides the Government with a high-level view of all of the applications accessible by the Government in our single, secure online portal, AT&T **Business**Direct, As illustrated in the roadmap, GSA and the Customer Agencies have comprehensive easy-to use Management and Operations support at their fingertips 24X7.

NETWORX ENTERPRISE SOLICITATION TQC-JTB-05-0002





Run operations more effectively and dedicate resources to mission-critical operations.

Keep network up and running smoothly to deliver core services and focus on mission-critical endeavors.

Trouble Ticketing • Report and Track Trouble - Submit Trouble Ticket - Check Status of Existing Trouble Ticket - Pull Trouble Ticket Reports - View Service-Affecting Events • Managed Services Report Trouble

Save time and benefit from more convenient and accurate transactions for peak productivity.