

PRODUCT BRIEF

AT&T Server Monitoring and Management Services

Detect, Diagnose, Resolve

Most companies recognize the huge impact that IT can have on their business, but many are also quick to admit that installing servers and keeping them performing well is not a core competency that they have the resources to manage. Over the years, many established companies have developed top-notch IT organizations but growing companies now face the need to ramp up in this area. But, what enterprises are finding out is that it's increasingly important and necessary to focus their IT resources on other unique areas within the business that make a difference for the company in the marketplace. What happens if the hardware, software, operating system or network fails or goes down? Who would know when an incident occurs and who has the knowledge to help detect, diagnose and resolve the issue? Who's minding the store?

With AT&T's Enterprise Hosting Server Monitoring and Management Services, we provide the capabilities and the expert skills required to proactively and reactively identify problems related to your hosting environment. We then take action to resolve those issues and minimize the impact to your application performance.

AT&T Server Monitoring and Management Services are a suite of capabilities that support your Hosting environment including your software, operating system, web, application, database and other servers in an AT&T Internet Data Center (IDC) or your own Data Center. These IT infrastructure support services include Service Level Agreements and a myriad of reports available on AT&T's award winning BusinessDirect® Portal. The AT&T BusinessDirect Portal provides you visual insight into the status of your servers, systems and applications and enables you to view real-time diagnostic and performance statistics.

The suite of Server Monitoring and Management Services relies on the innovative technologies, best practices servicing model, expert support staff and commitment to customer service that only AT&T can deliver. The three fundamental services include Advanced Server Monitoring, Server and Operating System Support and Advanced Server Management.

Benefits

- Reduce costs by consolidating data centers, servers and applications into a fully-supported system design
- Redirect IT resources to focus on functionality that is critical to business success
- Let AT&T maintain and ensure environment stability
- Access skilled resources to manage your IT infrastructure
- Utilize one-stop shop for managed services
- Take advantage of flexible monitoring and management options

Features

- Proactive monitoring
- Real-time event notification
- Alarm thresholding
- Visual monitoring and performance statistics



Advanced Server Monitoring

Advanced Server Monitoring is a complete, “always on” monitoring and notification service that provides visibility into the health and performance of server hardware, operating systems and application software, so you have the information you need to proactively control and manage your server environment.

Advanced Server Monitoring provides you with a complete monitoring platform for your server environment allowing you to focus your resources on your core business applications. Optionally, if your platform is located within your own data center, AT&T can remotely monitor your servers, operating systems and application software with alarm notification and reporting through the AT&T BusinessDirect Portal.

AT&T Responsibilities	Customer Responsibilities
<ul style="list-style-type: none"> • Install and monitor AT&T supported server Hardware (HW), Software (SW), Operating Systems (OS) and Applications 	<ul style="list-style-type: none"> • Install, configure and repair any SW over and above the AT&T supported OS and SW
<ul style="list-style-type: none"> • Set up the monitoring tools including threshold settings, reporting tools, management applications and the AT&T BusinessDirect Portal available 24x7x365 	<ul style="list-style-type: none"> • Monitor the receipt of electronic notifications • View history and status of alarms, events and all monitored parameters through AT&T BusinessDirect Portal
<ul style="list-style-type: none"> • Maintain the monitoring infrastructure and tools to ensure the automatic flow of alarms 	<ul style="list-style-type: none"> • Take corrective action once notified of system failure/degradation

Server and Operating System Support

Server and Operating System Support includes all of the features of Advanced Server Monitoring and adds proactive management of your server hardware and operating system, including fault management, break/fix, maintenance and patch updates.

AT&T and you share server administration tasks, giving you complete control over your applications that run on the AT&T managed server platform. Server and Operating System Support expands our existing monitoring and management capabilities by allowing AT&T to monitor and manage the hardware and operating systems on your behalf while you have complete control to manage your applications.

AT&T Responsibilities	Customer Responsibilities
<ul style="list-style-type: none"> • Install and monitor AT&T supported server HW, SW, OS and Applications 	<ul style="list-style-type: none"> • Install, configure and repair any SW over and above the AT&T supported OS and SW
<ul style="list-style-type: none"> • Set up the monitoring and management tools, server management tools, management applications and the AT&T BusinessDirect Portal available 24x7x365 	<ul style="list-style-type: none"> • Monitor the receipt of electronic notifications • View history and status of alarms, events and all monitored parameters through the AT&T BusinessDirect Portal
<ul style="list-style-type: none"> • Access, maintain and proactively manage HW break/fix and OS fault events 	<ul style="list-style-type: none"> • Maintain application configurations and application management

Advanced Server Management

Advanced Server Management is a comprehensive service in which AT&T manages and patches not only your AT&T certified hardware and operating systems, but also AT&T certified application software such as core web, application server or database software.

AT&T manages the complete server operating environment so you only need to be concerned with your content or application code. Advanced Server Management provides you with all of the above with the added benefit of providing comprehensive monitoring of your application. Utilizing our state-of-the-art monitoring tools and management processes, AT&T provides the availability and performance of the network, hardware, operating system and application software. This service helps ensure that your components remain available for end-user access while providing a 24x7x365 near real-time reporting on the availability of those components.

AT&T Responsibilities	Customer Responsibilities
<ul style="list-style-type: none"> Proactively perform an assessment of any pre-existing customer equipment, event management service and ensure all supported services and features of managed applications are available and functioning properly by monitoring threshold levels 	<ul style="list-style-type: none"> Ensure that AT&T supportability requirements are met for HW, SW, OS and Application components
<ul style="list-style-type: none"> Monitor all components of the Hosted infrastructure and restoring and repairing the event/fault situation where authorized 	<ul style="list-style-type: none"> Participate in resolution once root cause is determined

Included with each of these services, the AT&T BusinessDirect Portal provides you with a holistic view into your hosting environment and provides color-coded specific events and warnings superimposed over topology diagrams. You can locate root causes of events and submit online trouble tickets. It is easy to use and accessible via any web browser.

A Powerful AT&T Solution

AT&T provides world-class monitoring and management through the integrated Global Enterprise Management System (iGEMS) management tool, which monitors your hardware and software and provides care and support around the clock. AT&T Server Monitoring and Managements helps you avoid costly downtime and increase productivity while uncovering performance issues. Our team of highly-trained engineers work 24X7X365 to detect, diagnose and resolve any impacts to your web hosting infrastructure.

So, who's minding the store for you?

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