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 your networks, servers and applications in a proactive, predictive and preventative manner.

Providing the management infrastructure of an AT&T Enterprise Hosting solution, whether in an AT&T Internet Data Center or on a customer’s premises, iGEMS allows our highly qualified operations teams to quickly and efficiently diagnose issues or predict potential problems and take corrective actions so you can focus on your business needs instead of your technical issues.

Predictable Performance, Security and Reliability
Visibility and real-time data are two key requirements of the security, reliability and performance AT&T supports through iGEMS. Skilled, certified professionals maintain a 24x7x365 watch over your environment by analyzing performance trending data, predictive monitoring alerts, application and relationship business models and real-time service layer views. iGEMS provides intelligent integration and correlation of data from a variety of tools including probes, agent-based technologies, and network monitoring tools. This integration and correlation results in ticketing to the operations teams for critical events. Furthermore, iGEMS generates a real-time impact analysis which allows the operations teams to quickly target the source of the trouble and provide quick resolution. iGEMS allows teams to promptly correlate alarms or determine the appropriate resources needed to be engaged to resolve the trouble, which allows you to more quickly get back to running your business.

Visibility and Control
Not only does iGEMS provide valuable data for AT&T support teams, but iGEMS also feeds data to AT&T’s award winning BusinessDirect® Portal for customer access to crucial data about their environment. You can view near real-time and historical performance reports on your servers, operating systems and applications. Critical

BENEFITS
- Identifies potential problems before they impact end-user experience
- Helps maximize availability of the network and managed environment
- Displays and tracks performance of mission-critical infrastructure and applications
- Allows for proactive fault response
- Gives high levels of control and service management with networking technology linked to business processes
- Allows monitoring customer global network performance and associated business applications

FEATURES
- Allows end-to-end integration, management and monitoring of customer’s managed environments
- Creates the ability to monitor and manage network and networking devices, data center infrastructure, servers, operating systems and applications for availability, performance and usage
- Correlates multiple events across network, systems and application domains
- Enables AT&T to quickly respond and cure troubles through probable root cause detection
- Allows management policies to be designed to support customer enterprise business requirements and manage them on a near real-time basis
tickets along with status updates to the tickets are available so you are apprised of progress toward resolution. And if you choose to add premium reporting capabilities to your portal, you have the same easily accessible end-to-end topological view of your environment indicating the operating health of all your hosted components.

Utilizing AT&T’s integrated Global Enterprise Management System, AT&T Enterprise Hosting Services proactively monitors and manages your hosting solution. Choose the range of monitoring and management appropriate for your business needs.

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