

AT&T Premium Support Services[®]

Expert-led network transformation, specialized solutions, and personalized support

Features

- Expert-led network transformation and integration
- 24/7 critical incident and proactive risk mitigation
- Tailored support options with dedicated AT&T experts
- Strategic project and program governance
- Scalable solutions powered by trusted advisors

Benefits

- Enhance business continuity with proactive issue resolution
- Optimize infrastructure to improve performance and scalability
- Reduce downtime and disruptions
- Focus on core operations while AT&T handles network complexities

We offer expert guidance, seamless network transitions, and customized, future-ready solutions and support so you can focus on what matters most—your business

Tailored solutions for every business

Today's IT ecosystem is complex. Businesses in the midst of transformation need to integrate new digital-first systems, apps, and services seamlessly while keeping productivity and support on track. Even for the largest IT organizations, it can be a lot to manage.

With AT&T Premium Support Services, you can concentrate on your core business while we handle your network transformation, solution integration, and proactive governance with expert care. Select from a variety of service tiers, each tailored to fit your unique business requirements. Our capabilities cover everything from comprehensive, expert-driven transformations to mobility and network service management. Enjoy customized solutions that drive innovation and help your business stay resilient.

Tailored support for businesses that depend on their network

How can we support you?

Options for every business

Proactive risk management and support

Dedicated AT&T professionals work to proactively identify risks, resolve incidents, and ensure seamless connectivity. By utilizing cloud access, artificial intelligence (AI), and automation technologies, AT&T Professional Services helps minimize downtime and enhance scalability. Our goal is to help you prevent disruption in an evolving digital landscape.

Seamless integration with the AT&T ecosystem

AT&T Professional Services unifies AT&T Business Fiber, Internet of Things (IoT) technology, and other AT&T solutions to drive innovation and efficiency. When your systems, services, and applications seamlessly work together you can grow your operations without compromising performance or reliability.

Your trusted partner in all things network

Digital transformation has many moving parts: competing business needs, legacy systems, an increasingly mobile workforce, global partners and suppliers, and customers who expect real-time personalized service and experiences. We can help you at any stage of your journey as you assess, prioritize, strategize, and implement solutions to gain efficiencies or your next competitive edge—whatever it may be.

With over 20 years of experience connecting businesses of every size across industries, we've gained unique insight into what works and what doesn't. We've leveraged that experience to build a portfolio of professional services that fit your needs.

We're solution specialists with deep expertise across all industries and technologies. These scenarios illustrate how we help:

Mergers and acquisitions integration: Consolidate (or separate) networks and keep disruption to a minimum. Realize value faster when you work with networking and integration experts.

Next-generation technology adoption: Implement cloud services, automation, AI, and more using our proven program management practices.

Multi-vendor strategy enablement: Navigating digital transformation often requires an extensive ecosystem of stakeholders, partners, and suppliers. We help integrate third parties, including developers, vendors, customers, and others quickly and securely.

Next-level customer advocacy: Improve network reliability and efficiency with premium white-glove support and executive-level performance insights.

AT&T Premium Support Services offers flexible pricing models ranging from \$600 to \$5K+ per month, depending on the scope of services. Choose the support tier that aligns with your needs, and get the level of expertise and resources to achieve your goals.

With more than 20 years of experience connecting businesses of all sizes across various industries, we've developed valuable insights into what drives success. Drawing on this expertise, we've created a portfolio of professional services tailored to your needs. Select the support tier that best matches your requirements and gain access to the expertise and resources necessary to achieve your goals.



Transition and Transformation

- **What it is:** Expert technical leadership, project management, and hands-on support for seamless network transitions.
- **Why it's beneficial:** You minimize risk, accelerate modernization, and gain a competitive edge with proactive, tailored solutions.



Elite

- **What it is:** A designated team of experts delivering tailored proactive service support across project management, architecture, engineering, and service management.
- **Why it's beneficial:** Seamless execution, rapid solutions, and strategic insights keep you ahead.



Elite Mobility

- **What it is:** End-to-end mobility specialized management with designated contact, proactive performance analysis, and executive-level reporting.
- **Why it's beneficial:** Expert insights and actionable reporting aid in simplifying management, reducing workload, and empowering smarter, performance-driven decisions.



Strategic

- **What it is:** A designated service management support with a single point of contact, actionable service plans, and executive reviews tailored to your needs.
- **Why it's beneficial:** Maximizes your uptime, anticipates your evolving needs, and delivers tailored support with optimal value.

AT&T Premium Support Services helps accelerate outcomes, reduce risk, and drive innovation.

Why AT&T Consulting and Professional Services

Since 1999, AT&T Consulting and Professional Services has delivered world-class expertise in secure networking, cloud, voice, mobility, and IoT solutions across the full project life cycle—from advisory and deployment to premier support services. Our seasoned professionals bring unique and diverse experiences, combining industry insights with proven best practices. This means we can help you harness innovation, overcome barriers to technology adoption, and accelerate your business outcomes in the most cost-effective way. With AT&T Consulting and Professional Services, you gain a trusted partner dedicated to taking your business to new heights.

Ready to take your business to the next level?

Contact us at CPS@att.com to discover how AT&T Consulting and Professional Services can help.

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