AT&T Business

Cloud content management for your business

Box from AT&T is a scalable enterprise-grade solution that helps businesses to better manage content and collaborate more effectively — all in a highly secure cloud workspace.

With Box from AT&T, companies can manage, access, and share information from virtually anywhere.

Manage content and enable mobile collaboration

Box enables users to upload, view, edit, and distribute content from virtually any web-enabled device. In the office or on the field, supported users will be able to access on their desktop PC, laptop, smartphone and tablet. Native mobile apps are available for most major mobile operating systems including iOS, Android™, Windows®, and BlackBerry®.

By combining full administrative controls and security features with ease of use, Box can be quickly deployed to both office and mobile workers with minimal set-up time and resources, so you can focus on your business.

Potential benefits

- Retail: Enable retail personnel access to the latest product collateral via smartphones and tablets for improved customer service.

- Manufacturing: Centralize design schematics, project plans, and technical documentation for a streamlined product development and delivery process.

- Construction and Engineering: Collaborate with sub-contractors, customers, and vendors on complex plans and drawings to expedite projects.

- Healthcare: Access patient scans and review patient records, quickly and in a highly secure fashion.

Features

- Sync and Share: Create, edit, and sync desktop files to your Box account and share using links.

- Collaboration: Edit, comment, and assign tasks on shared files with both internal co-workers and external partners.

- Mobility: Preview and access content using Box from AT&T mobile apps for iOS, Android, and more .

Capture

- Create and organize multiple layers of folders with various levels of user permissions
- Upload files from your PC or from compatible mobile devices

Connect

- Use a web browser or native mobile app to view, download, and edit files
- Find the file or folder you need with the full-text search engine
- Access and view files on-the-go with compatible smartphones, tablets, and other mobile devices
- Sync Box from AT&T folders to your desktop for offline access

Collaborate

- Create a shared workspace and easily invite both co-workers and external partners
- Share folders and large files with a simple link
- Work on the same version of the file: assign tasks, add comments and feedback
- Receive automatic email alerts when people upload, download, or update files

New challenges require new solutions

Organizations are struggling to make more certain that their content is highly secure, while remaining easily searchable, accessible and shareable both inside and outside of the enterprise. Box from AT&T Governance solves this challenge by providing a single highly secure and scalable cloud-based platform that allows organizations to implement data retention rules, support, defensible eDiscovery and enforce content security policies. Box from AT&T Governance helps companies meet the legal, regulatory and business mandates regarding the storage, retention, and sharing of their business information. Box from AT&T Relay provides for the use of standard or custom workflow templates that include notifications that alert users when tasks are assigned or overdue within or between companies. Box from AT&T Zones provides management of single country-specific data residency requirements for in-region storage of data. Lastly, Box from AT&T GxP Validation provides support for pharmaceutical and life science organizations to validate Box storage of regulated and unregulated content. GxP includes QMS based upon ISO 9001 standards, audit reporting, validation documents for regulated content and daily automated testing reporting.

Integrate with industry-leading apps

Box from AT&T KeySafe is designed for organizations that want to take advantage of content collaboration in the cloud while maintaining full control over the encryption keys that protect their content. For many organizations, ownership and control over encryption keys is a baseline requirement for cloud adoption. The right solution must be architected with this and the following principles in mind:

- The cloud provider never sees a customer's encryption keys

- Key access logs must be unchangeable
- No impact to the usability, mobility and governance of the service
- Full lifecycle encryption: no decrypted data or keys stored on disk
- Demonstrated reliable and protected key infrastructure.
- All data access requests must be transparent to customers.

Unlike other cloud encryption solutions, Box KeySafe meets every one of these essential requirements, Now, even the most — security conscious organizations have a clear path to the collaboration and cost savings benefits of the cloud.

Box integrates with more than 1,300 applications, including Google Apps, Microsoft Office®, NetSuite®, and Salesforce® enabling you to access the same content across any solution. Users can view and edit documents in one place and save updates directly to Box for anytime access anywhere you have an Internet connection.

Box for EMM is a mobile application integrating with MobileIron and AirWatch, allowing enterprises to restrict Box usage to company-approved mobile devices and remotely wipe corporate data when employees leave the company or lose the device.

Maximize the value of Box

Box is both intuitive and easy to implement. However, organizations with complex structures and requirements can take advantage of one of the three levels of Box Consulting to set up and implement the solution that best meets your organizations' needs.

Premier & platinum services**

Features	Premier Services	Platinum Services
Operating Hours	24/7 Coverage	24/7 Coverage
Off-Hours On-Call Instant Engineering Support	Yes	Yes
Designated Team and Services Phone Line	Yes	Yes
Priority Escalation and Executive Attention	Yes	Yes
Enhanced Services Lead (Implementation Phase)	Yes	Yes
Customized Training and Support Model	Up to 2 Trainings	Up to 5 Trainings
Response Time: for Urgent tickets	1 Hour SLA	1 Hour SLA
Response Time for High and Normal tickets	2 Hour SLA	2 Hour SLA
Customer Credits for Failure to meet Response Time Agreements	Yes	Yes
Customer Credits for Downtime	Yes	Yes
Named PS Specialist (life of account)	N/A	Yes
Private, Custom Internal Box Forum (with engagement plan)	N/A	Yes
Customized Help Desk Collateral	N/A	Yes
Regular, robust reporting with proactive monitoring	N/A	Yes
Customer Commitment Term	Co-Terminus with Box license	Co-Terminus with Box license
Pricing	15% of Customer's Box license cost	25% of Customer's Box license cost

*Requires minimum purchase of $20,000 annually.   **Requires minimum purchase of $100,000 annually.

Box from AT&T plans and pricing

All plans require a minimum of 3 users. All plans are billed monthly.

Box from AT&T Plans	Business	Business Plus	Enterprise
File Upload Size/Total Storage	Unlimited	Unlimited	Unlimited
Automation (Workflow)	Not included	Not included	Included
Content Manager	Not included	Included	Included
Desktop Sync & Mobile Access	Included	Included	Included
Edit and Share	Included	Included	Included
External Collaborators	Additional License Order	Unlimited	Unlimited
Version History	50	50	100
Admin Control and Management	Included	Included	Included
Admin Console with Granular Permissions	Included	Included	Included
Mobile Security Controls	Included	Included	Included
Reporting and Tracking	Included	Included	Included
Custom Branding	Included	Included	Included
SSO/Active Directory	SSO or One 3rd party integration below	Included	Included
Integration			
3rd party[2]: AD SAML/SSO, Salesforce™, NetSuite™, Jive™	SSO or One 3rd party integration below	SSO & One 3rd party integration below	SSO & One 3rd party integration below
Microsoft® Office and Google Apps	Included	Included	Included
Mobile Device Management	Included	Included	Included
Enhanced Services			
Premier Services	Add-On	Add-On	Add-On
Platinum Services	Add-On	Add-On	Add-On
Governance**	N/A	Add-On	Add-On

Business only allows one integration
**50-500 seats requires API Consulting Lite Package, 500+ seats requires custom scope Full Start.
1. Volume pricing available through your AT&T representative.
2. Box Consulting required to implement selected integration.

Enhanced Services

To maximize your Box from AT&T experience, AT&T offers Box Enhanced Services as an add-on service for eligible organizations requiring a more comprehensive level of customer support.

Enhanced Services Customers get 24/7 access to a team of Box experts who provide response and resolution to mission-critical service concerns. During the implementation phase of Box from AT&T, a Box Enhanced Services lead will be involved to make sure that your organization is set up for success from a support standpoint. Custom helpdesk training will also be provided.

Enhanced Services also offer peace of mind to Customers in the event of a Box downtime event. Based on a sliding scale, Enhanced Services Customers may be eligible for credit(s) in the event of a Box from AT&T downtime event.

Once your account is fully ramped up, the dedicated Box engineering and product team will work closely with you to resolve any service problems, should any arise.

Take advantage of Box Enhanced Services today, contact your AT&T Account Manager for eligibility requirements, pricing, and offer details.

Box Consulting

Description	Quickstart	SmartStart	FullStart Custom
Target Customer	<75 users	75-300 users	>300 users
Methodology & Best Practices	Yes	Yes	Yes
Content Migration	No	Up to 500GB	Up to 1TB
Project Terms	Fixed Fee	Fixed Fee	Fixed Fee
Scope	• Admin training • Use case discussion • Set-up assistance • One-time app integration • End user training	• Planning assistance • AD set-up: integrate up to 2 apps • Deployment and end user adoption assistance	• 3 use cases • Detailed project plan • SSO Setup • Full Adoption (customized user guides, help desk training, Train-The-Trainer support, end user adoption program) • End user training
Typical Implementation Timeline	2-3 weeks	4-6 weeks	10-12 weeks

Box consulting is highly recommended for deployments of 50 seats or more.

Additional Box Consulting services

Description	Optimize Analysis	FullStart Custom
Target Customer	Existing Customers (no limit)	Existing Customers
Methodology & Best Practice Training	Yes	Yes
Project Terms	Fixed Fee	Fixed Fee
Scope	• Kick-off session • 2 end user sessions • 1 data review • 1 recommendation session	• Includes Optimize Analysis • 8 sessions focused on up to 2 recommendations uncovered during analysis
Typical Implementation Timeline	4-6 weeks	6-8 weeks

Description	API Consulting LITE	API Consulting-Standard	SSO
Target Customer	New or Existing Customers	New or Existing Customers	New or Existing Customers
Methodology & Best Practice Training	Yes	Yes	Yes
Project Terms	Fixed Fee	Fixed Fee	Fixed Fee
Scope	• Technical subject matter expertise to integrate Box into custom applications	• Same scope as LITE- for complex integrations or ones with shorter development cycles (<180 days)	• Helps businesses connect their federation service to Box
Typical Implementation Timeline	2-3 weeks	4-6 weeks	2-3 weeks

Custom Training

Description	Model 1	Model 2	Model 3	Model 4	Content Migration
	Standard course	Train the trainer	Custom curriculum	Custom curriculum with onsite	Safely migrates high volumes of content
Target Customer	New or Existing customers	New or Existing customers	New or Existing customers	New or Existing customers	New or Existing customers
Project Terms	Fixed Fee	Fixed Fee	Fixed Fee	Fixed Fee	Fixed Fee
Scope	2 private deliveries of Box User Essential Training or 1 Series of Box Basics Sessions	• 1 custom curriculum • 2 (1) hr consultations	• 1 custom curriculum • 2 (1) hr consultations • Tailored agenda to include any topics relevant to Box	• 1 custom curriculum • 2 (1) hr consultations • 2 private deliveries of custom curriculum	Each session is equivalent to one 60-minute online meeting with a Box Implementation Consultant
Typical Implementation Timeline	2-3 weeks	2-3 weeks	4-6 weeks	4-6 weeks	2-3 weeks

Rate Table

Professional Services	Customer
	One Time MSRP
Quick Start	$2,500.00
Smart Start	$7,500.00
Full Start (Custom)	Custom Price From ICB
Governance Set-up	$3,500.00 Required
KeySafe Set-up	Contact your AT&T and Box Rep
Optimize • Optimize Analysis • Optimize	 $1,000.00 $15,000.00
API Consulting • Lite • Standard • SSO Setup	 $1,000.00 $10,000.00 $10,000.00
Custom Training • Model 1 - Standard Course • Model 2 - Train the Trainer • Model 3 - Customer Curriculum • Model 4 - Custom Curriculum w/ onsite	 $1,000.00 $5,000.00 $10,000.00 $25,000.00
Miscellaneous • Content migration	 $500.00

Important Information and Additional Terms

General: Box from AT&T ("Box") is available and provided to customers by Box. Customers will sign an agreement with AT&T ("Qualified Agreement") establishing pricing, billing and other terms. Box is subject to the Qualified Agreement, applicable Sales Information, and the terms and conditions found at https://legal.app.box.com/v/BSAv05242018US and as applicable, https://cloud.app.box.com/Box-from-ATT-Consulting-Terms ("Additional Product Terms"). Please see the service guide for additional information on service descriptions and pricing at http://serviceguidenew.att.com/sg_flashPlayerPage/BOX. For AT&T's government customers on a Qualified Agreement: Any Additional Product Terms not allowable under applicable law will not apply, and the Qualified Agreement will control in the event of any conflict between the Qualified Agreement and the Additional Product Terms. All charges and fees paid are non-refundable. If Customer cancels before the expiration of the term, Customer is obligated to pay for all seats subscribed to for the remainder of the term. Box from AT&T will automatically renew for one year periods unless Customer provides AT&T with written notice of its intent not to renew at least 60 days prior to the end of the then-current term. May not be available for purchase in all sales channels or in all areas. Additional hardware, software, services and/or network connection may also be required. Availability, accessibility, security, delivery, speed, timeliness, accuracy and reliability are not guaranteed by AT&T. Additional fees, charges, taxes and other restrictions may apply. Offer subject to change.

Premier Services: For Customer's purchasing Enhanced Services, any credit(s) due pursuant to Enhanced Services will be paid to Customer by AT&T. As part of facilitating and implementing Enhanced Services, AT&T may be required to share information regarding amounts billed to Customer with Box, Inc. Customer's purchase of Enhanced Services constitutes Customer's agreement to allow AT&T to share such information with Box, Inc. for this limited purpose.

Coverage; Usage/Billing: Wireless coverage is not available in all areas. See www.wireless.att.com/coverageviewer for AT&T's wireless coverage. Wireless service is subject to transmission limitations and terrain, system, capacity and other limitations. Measured wireless usage incurred in connection with Box from AT&T will be charged as specified in your associated data plan. You will be billed for all wireless data usage up to cancellation of Box from AT&T.

HIPAA: If Customer chooses to use Box from AT&T to transmit Protected Health Information ("PHI"), Customer must encrypt the data in a manner consistent with the guidelines established by the Department of Health and Human Services pursuant to the Health Insurance Portability and Accountability Act ("HIPAA"). To the extent that Customer's use of Box from AT&T requires AT&T to use or disclose PHI, Customer consents to the terms of AT&T's Business Associate Agreement, located at https://www.wireless.att.com/businesscenter/legal-contracts/business-associate-agreement.jsp.

Data Privacy: Customer Personal Data may be transferred to or accessible by (i) AT&T personnel around the world (ii) third-parties who act on AT&T's or AT&T's supplier's behalf as subcontractors; and (iii) third-parties (such as courts, law enforcement or regulatory authorities) where required by law. Customer will only provide or make Customer Personal Data accessible when Customer has the legal authority to do so and for which it has obtained the necessary consents from its end users, and will camouflage or securely encrypt Customer Personal Data in a manner compatible with the VSP. As used in this Service Guide, the term Customer Personal Data includes, without limitation, name, phone number, email address, wireless location information or any other information that identifies or could reasonably be used to identify Customer or its end users. Customer is responsible for providing end users with clear notice of AT&T's and Customer's collection and use of Customer Personal Data obtained via the VSP and for obtaining end user consent to that collection and use. Customer may satisfy its notification requirements as to AT&T by advising end users in writing that AT&T and its suppliers may collect and use Customer Personal Data by providing for end user review the relevant links to the Product Brief or other sales information that describes the Solution and to AT&T's Privacy Policy at http://www.att.com/gen/privacy-policy?pid=2506.

For more information, contact an AT&T representative, visit att.com/box.

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