AT&T Consulting and Integration Solutions

- Provides customer-designed solutions that improve productivity, reduce complexity and strengthen ROI
- Enhances control over multi-vendor network infrastructures and business transformation
- Reduces project management headaches by assuming program management lead for end-to-end solutions
- Ensures smooth application transitions by assuming overall responsibility for network hardware and software services, and engaging pre-selected solution partners and third parties
- Saves money, time, and increases probability of success for network projects with AT&T as an extension of your project team

For more information visit our Web site at www.att.com/business.
Planning and Designing for Today and the Future

Assessing Network Architecture and Performance to Produce Dynamic Designs

AT&T's experienced networking professionals will help you plan and design complex networks that will enable emerging technologies and transform your business. As part of the planning process, AT&T will provide network, VoIP, wireless, call center, disaster recovery and security assessments that will help ensure application readiness and performance, improve customer service and provide reliable security policies and programs that meet regulatory compliance.

Understanding current and future network needs plays a key role in designing a well-performing network. As part of our assessment, AT&T will conduct a thorough analysis of the current and future network architecture, including equipment, applications, global considerations, legacy systems, access methods and basic technology implementations. Special considerations, such as transitioning legacy systems or handling global equipment specifications become part of the new design. Our end-to-end solution includes hardware and software requirements, bandwidth needs, training, implementation processes and workforce needs.

Extensive experience with financial, banking, healthcare, airline, manufacturing, defense, construction and hospitality industries enables AT&T to customize business solutions to accommodate industry-specific needs. When it comes to solving difficult networking problems and supporting network-intensive business applications – more and more CIOs and IT managers are turning to AT&T’s Consulting and Integration Solutions.

With a world-class network, the knowledge to design customer-defined solutions, and the skill of thousands of networking professionals deployed globally, AT&T has the people, processes and tools to design, build, deploy and maintain your enterprise networking solution.

Translating Business Needs into Technology Solutions

Today companies face enormous pressure to meet customer needs, stay competitive, manage through change and run the day-to-day operations of their business. Networking professionals need to understand how to transition to new services and migrate infrastructures while handling new and legacy systems. Communications technology has grown more complex just as communication itself has become more critical.

To successfully converge networks and migrate to new technologies, businesses need an IT staff with expertise in data, IP, applications, storage, hosting and emerging technology, with an overall view of how they will “play together” on one integrated network. Application performance is a key concern for many companies looking to integrate multiple networks and applications. Many businesses are turning to consultants who can help address the complex issues surrounding today’s evolving networks.

AT&T’s Consulting and Integration Solutions team utilizes products, services and capabilities from AT&T and our pre-selected business partners and third parties around the world to provide global vendor neutral solutions that meet individual client requirements and integrate with their networks and applications. These services weave together business-focused, complete solutions. Our proven networking integration skills, project management capabilities and knowledge of the industry enable enhanced control over end-to-end business process transformation and multi-vendor network infrastructures, while improving productivity, reducing complexity and strengthening ROI.

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AT&T’s Integration Value

- More than 130,000 sites migrated for over 34 clients
- 11 current telecom Program offices in place for global customers
- More than 284 PMI Certified Program Managers in 23 cities around the globe
- 1,200 regional partners and subcontractors qualified and ready to service
- Relationships with 190 carriers for multi-carrier solutions
- Utilized buying agreements with over 40 leading computing hardware and switch platform providers
- Approximately 1,200,000 square feet of lab space
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Business Challenges

- Mergers and Acquisitions
- Business Consolidation
- Telecom Consolidation
- Outsourcing/Out-tasking
- Strategic Planning
- Emerging Technology and Convergence/Assessments

Network Assessment for International Bank

AT&T assessed the LAN infrastructure for an international bank and proposed an upgrade to the existing network. The design utilized MPLS to simplify the network, ensure performance for new applications and support a vendor agnostic VoIP implementation. An additional hosting center was recommended to improve network redundancy. The AT&T team completed all phases of the solution, from the design to the installation of the network and hosting center. The bank boasted a state-of-the-art IP Telephony environment and a positive return on their investment.
Building and Deploying Enterprise Networking Solutions

AT&T’s Consulting and Integration Solutions team excels at designing, building and deploying networking solutions. As your single point of contact, we can procure, configure and stage equipment, provision connectivity and handle testing and turn-up. We document best practices for the introduction of new mission-critical applications, integrate applications with the network and provide an understanding of application performance before the application is introduced to the network. With AT&T as your general contractor, we can quickly deploy the solutions you need – whether IP telephony, frame-relay, virtual private networks, voice/multi-channel business portals, wireless access or a complete portfolio of networking solutions – and seamlessly integrate those solutions with your existing network. AT&T’s Consulting and Integration Solutions team excels at designing, building and deploying networking solutions.

Converged Solution Deployed for Retail Firm

For a convenience retailer, AT&T designed and managed the transition of a comprehensive networking solution that collapsed and merged disparate networks onto an IP-based, next generation network. Redundancy was enabled through the installation of dual communication hubs. AT&T transitioned thousands of locations to an that collapsed and merged disparate networks onto an IP-based, next generation network. Redundancy was beyond the company’s knowledge and experience that helped establish a redundant next generation IP-based network, which simplified management, and lowered network management costs.

Maintaining and Servicing Networks to Reduce Management Headaches

Project Management Excellence

AT&T provides a single point of accountability to ensure implementation excellence. Our program and project managers utilize the AT&T Worldwide Project Management Methodology – a standardized, simple and scalable methodology that is applied enterprise-wide to ensure consistent and efficient project management. We deploy end-to-end solutions with day-to-day management performance in mind. To help maintain networks, AT&T can extend IT expertise by augmenting staffing. We will act as an extension of the client’s IT team, and perform legacy and project based IT functions. Help desk functions, maintenance for equipment and basic operations management will be provided for companies needing assistance. AT&T can also consolidate billing and provide overall vendor management for firms without the manpower to provide these daily tasks.

Wider Scope, More Options

Supported by one of the broadest service portfolios in the industry, AT&T’s network professionals can address virtually all of your networking issues. Whether you are tackling simple voice, data or IP connectivity issues or a converged network using ATMs, virtual private networks (VPNs), contact center and/or Web applications, AT&T will help simplify networking demands. We know how to integrate technologies to support critical revenue impacting applications such as remote worker, enterprise resource planning, customer relationship management, Voice over IP and supply chain management. We can also help develop applications such as customer client interfaces, integrate operation systems such as ticketing and portals, and provide middleware integration based on XML for business applications.

What AT&T Delivers

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Ongoing Management Provided for Credit Reporting Agency

To improve the dispute process for the credit granting and reporting industry, AT&T developed, deployed and hosts an electronic communication system that increased the number of transactions handled by over 600%. AT&T operates and maintains the reporting system, providing configuration management, security management, change management, firewall management, help desk support, billing services and acts as a primary client interface across all services and partners. The industry now provides its customers a flexible system touting automated interfaces are easily adaptable. The user base has increased from 1,000 users to 15,000 users.

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All the Scale You Need

AT&T’s Consulting and Integration Solutions group manages large, complex engagements. By drawing on the global resources of AT&T, we can troubleshoot and evaluate a data network that spans literally thousands of locations worldwide. We can optimize a contact center operation that involves hundreds of toll-free numbers and dozen of locations or deploy a network that involves thousands of hardware, software and communications elements.

Utilizing Networking to Improve Business Performance

Using advanced tools developed at AT&T Labs, we analyze what’s happening on your network and what could happen given various traffic and application scenarios to ensure application performance and business continuity. Often, we find that networks that appear to be performing satisfactorily have weak points that will fail as loads increase. We also help you determine how to prioritize traffic on your network, maintain performance and support business needs at the same time.

Bolstering Network Security

AT&T networking security experts can evaluate your security policies, determine the vulnerability of your firewalls, modems and configurations, and scan your existing networks for intrusions for misuse. From there we can design and implement security measures that can protect the integrity and reliability of your network, your data and your business. AT&T also provides business continuity and disaster recovery assessments and implements planned solutions to help businesses prepare for disasters or interruptions. Utilizing years of experience, we apply the same diligence used to secure the AT&T network to secure your data, processes and applications.

As no single layer of security can guard against theft, corruption, disclosure and denial of service – our skilled professionals will work with you to design, deploy, manage and maintain your custom multiple-layer solution across your network.

| QoS Strategy Designed for Financial Services Group |

**For a leading financial services group, we designed and developed a Quality of Service (QoS) strategy that allowed it to guarantee performance for certain key applications. By optimizing its bandwidth, we enabled the company to run latency-sensitive applications such as voice and video over their network. The group has experienced improved productivity and increased customer satisfaction through improved performance of key applications.**

**Experienced Professionals, Strategic Solutions**

AT&T’s Consulting and Integration Solutions team includes the best network strategists, engineers, project managers and specialists – all with hands-on experience in shaping and designing enterprise networking solutions. We work with our certification and testing labs to ensure that the solution created will perform to your applications’ requirements.

Our networking professionals are trained in products and services from leading manufacturers, such as Cisco, Nortel, Avaya, Novell and Siebel, and have many competencies and affiliations – including CNE, CCDP, CCNP, CCIE, PMP, IEEE and British Computer Society. Our networking professionals receive ongoing education and training to meet your evolving communications needs. This expertise is critical to help guide you in leveraging your networking environment to transform your business.

Networking Professionals’ Competencies and Affiliations

| CNE | A CNE (Certified Novell Engineer) has support skills that help networks run efficiently – with less downtime. CNE’s solve advanced company-wide support problems and high-level network problems, performing planning, installation, configuration, troubleshooting and upgrade services for networks. This can be found at http://www.novell.com/training/certinfo/cne/.
| CDP | The CDP (Cisco Certified Design Professional) certification indicates advanced or journeyman knowledge of network design. With a CDP, a network professional can design routed and switched networks involving LAN, WAN and dial access services, applying modular design practices and making sure the whole solution responds optimally to the business and technical needs and is designed to be highly available.
| CCNP | The CCNP certification (Cisco Certified Network Professional) indicates advanced or journeyman knowledge of networks. With a CCNP, a network professional can install, configure and troubleshoot local and wide area networks for enterprise organizations with networks from 100 to more than 500 nodes.
| CCIE | The CCIE (Cisco Certified Internetwork Expert) identifies experts with the skills and experience to handle the most challenging assignments in their field. CCIE is recognized worldwide as the most respected high-level certification in the industry. A very small percentage of all Cisco certified professionals earn their CCIE.
| PMP | The PMP (Project Management Professional) is a certification that demonstrates a solid foundation of knowledge to competency practice project management.
| IEEE | The IEEE (Institute of Electrical and Electronics Engineers) standards cover the fields of electrical engineering, electronics, radio and the allied branches of engineering, and the related arts and sciences. The Cisco certifications are found at http://www.ciscosummit.com/web/learning/ia3/learning_career_certifications_and_learning_path.html.

AT&T’s Integration Solutions Provide Assistance with:

- Integrating Mobile and Fixed Access Options:
  - Telecommunications Management – Multi-carrier and multi-access type (e.g., DSL, Satellite, Cable, etc.) management and servicing for voice, data and wireless solution as well as billing validation, end-user support, service monitoring and services aggregation
  - Wireless Technology – Local and national planning, design and construction of wireless networks and solutions for applications such as inventory management (e.g., RFID/Point of Sale)
  - Private Network Build – Networking and applications infrastructure build from physical facility construction to geographic access expansion, through deployment of new technologies within environment

- Enabling your Network with MPLS:
  - IP Data Performance – Planning, analysis and optimization of IP networks and applications including trouble shooting, modeling and proactive analysis as well as traditional network capacity planning and design
  - Skilled Staff Augmentation – Performing monitoring and maintenance of solutions, short and long term staffing arrangements for network and IT projects and operations
  - VPN/eVPN – Planning and site survey, site implementation, management, asset disposal, optimization and multi-carrier broadband solutions

- Optimizing your Application Infrastructures:
  - Data Center (Hosting) – Consolidation, moves and migration, data center design, construction and operations, server and application consolidation
  - Application Integration – Data capture solutions, custom network data/handheld application development, Multi-channel (Web, Voice, and Data) portal design, development and maintenance
  - Business Continuity and Disaster Recovery – Business impact assessment, business continuity strategy, planning and implementation including diversity planning and management
  - Security – Development of policies, remediation consulting and project management, scanning and compliance certifications

- Taking Advantage of Services Over IP:
  - Contact Center – Traditional call center routing design optimization and advanced solutions
  - IP Messaging – Messaging service and platform design, fax solutions and collaboration and conferencing solutions
  - VoIP/PT – Assessing, designing and/or implementing converged network solutions over wired and wireless connections as well as traditional voice technologies and architectures