



# Product Brief

## AT&T Managed Application Services for SAP

### Maximize the Power and Value of Your SAP Applications

SAP applications can help empower every aspect of your business. But if your staff doesn't have the time or expertise to release that power, it's like having a sports car that never gets on the open road. It's time to go full throttle with AT&T, a provider that is SAP Certified in Hosting and Cloud Services.

Our extensive experience in hosting and optimizing SAP applications across industries and business functions means you can rely on us to help drive more value from your SAP solutions.

And, since we are an Early SAP HANA Enterprise Cloud Partner and a developer of custom mobile applications for SAP customers, AT&T can help you evolve your landscape to take advantage of these latest SAP innovations.

#### Solid Expertise. Flexible Choice.

When you choose AT&T Hosting and Application Services, you can rely on us through every phase of the application lifecycle. We can take complete responsibility for your environment – from infrastructure management to SAP Basis and database administration to operational and on-going support services for your business processes.

From the start, our high standards, rigorous methodologies and deep experience allow us to fully assess your needs and work quickly to address them. Qualified AT&T experts will help you plan, build and run your SAP landscape – optimizing the performance of your environment to bring the most value to your business.

Unlike many service providers, we offer a broad range of flexible services and options to choose from. We can host your SAP applications and provide end-to-end application management, or supply services specific to different phases of the application lifecycle. Whichever you choose, you benefit from our talent and methodologies. And, when you combine that with cloud, infrastructure and application management services from AT&T, it means you can count on us for a solution that other service providers simply cannot deliver.

#### Managed Hosting Services: Security, Reliability and Performance

With our managed hosting services, we accept full accountability for your application infrastructure, from hardware provisioning and management to database support, 24x7, in world-class data centers. We host and support SAP applications on a flexible set of infrastructure solutions. These include dedicated infrastructure, private cloud infrastructure, or our AT&T Synaptic platform, a virtual IT infrastructure platform that gives each customer their own highly secure, virtualized operating environment.

To help reduce cost and risk across your SAP landscape, we deliver reliable performance and help validate security controls, business continuity and compliance with your industry's regulatory requirements.

#### Potential Benefits

- Help reduce unexpected costs with a predictable, fixed monthly hosting fee
- Enable user productivity with highly available SAP systems
- Maximize uptime via proactive monitoring and maintenance of the application and interfaces
- Monitor performance, run reports, and track changes using our AT&T BusinessDirect® portal
- Help boost business value through flexible infrastructure and service options
- Get quick, effective responses from a single point of contact and assigned support team

#### Features

- SAP Certified in Hosting & Cloud Services
- SAP HANA hosting and support
- 24x7 global support
- Security services
- Network management
- Disaster recovery services
- Assigned technical and service support leads
- Proactive application and database monitoring
- Change management
- Online access to service and performance information

To learn more about SAP Application Management Services, visit [www.att.com/sap](http://www.att.com/sap) or [have us contact you](#).

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Whether this is your initial launch of SAP applications or you're a long-time SAP customer, our vast experience in delivering new SAP implementations, as well as performing complex landscape migrations, can simplify your transition to a managed solution.

Services Include:

- Full infrastructure management
- Security at all levels (physical to logical) to help safeguard your systems and data
- Highly reliable data center network management to keep connections up and running
- Disaster recovery services to help protect against the unexpected
- Compliance services to verify adherence to industry standards and key regulations, backed by independent audits
- Access to performance, incident and change management information online via the AT&T BusinessDirect® customer portal
- Remote SAP management services to support on-premises environments or a phased migration to an AT&T data center

### Application Management: Offload Support, Focus on Business

Don't let day-to-day application management tasks drain your internal resources. Leave application monitoring, maintenance and support services to AT&T and free your team to focus on things that matter most to advancing your business. Our managed services for SAP applications include:

- SAP Basis administration
- Database administration
- Proactive, 24x7 monitoring at the SAP application, database, OS, hardware and network levels
- Change management
- Backup and restore services



- System performance and capacity management
- Kernel, Online Service System (OSS) Notes and support pack updates
- An assigned team of service, technical and functional support leads, backed by a global AT&T team
- A structured service governance methodology designed to deliver high levels of satisfaction for our SAP services customers

### Improve Risk Management

World-class AT&T data centers use layered security, backups and redundant systems to help safeguard your information from unauthorized access, outages and disasters. Our program of audits, certifications and affiliations is designed to enhance the quality of our service and help you comply with industry requirements. To test our controls and processes, we undergo regular SSAE 16 audits. Further, we help support customer-requested Sarbanes-Oxley (SOX) and other compliance audits. Our hosting services are also ISO 27001 certified.

### Responsive Customer Care Resolves Issues Quickly

Effectively supporting an SAP landscape requires skilled resources available 24x7 for all layers of the application and infrastructure stack. Your assigned team at AT&T minimizes that complexity by being your one-stop source for the answers you need.

This support team, led by a designated Client Executive, is staffed with an experienced SAP Technical Lead and Service Manager, who are assigned to work with your team. To align IT initiatives with business needs, your Client Executive also acts as the main point of contact for SAP landscape roadmap planning.

If issues arise around application, performance, networking, hardware, security or account management, your support team works quickly to resolve issues to your satisfaction.

Our commitment to high-quality customer service includes:

- Managing the AT&T infrastructure to meet performance SLAs and service commitments

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- Performance capacity planning
- Off-hour support from our global team, reachable online or through your own unique toll-free support number or email address
- Quarterly executive review meetings to confirm your SAP relationship with AT&T continues to simplify IT and business complexity.

### Smooth Transition

With AT&T as your managed hosting provider, you can look forward to a smooth, simple transition. In fact, the majority of our SAP managed hosting customers came to AT&T by migrating their SAP landscapes to our data centers from another service provider. We've designed our migration methodology and services to help minimize the impact and cost to you with an assigned, experienced Project Manager and certified OS/DB migration specialists.

Whether you're centralizing, de-centralizing, seeking cost reductions or consolidating systems, AT&T can design a system landscape plan to help you meet your performance and business goals, while reducing the impact of change. We can help you with:

- Systems consolidation to address the complexity involved in major IT changes
- Operating systems and database migrations to help you get to the latest, most cost-effective platforms
- Technical upgrades to help ensure your environment is evolving with your business

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