



AT&T Application Management Services

AT&T can help to simplify Application Management

Managing the mission-critical applications that are vital to your business can be an all-consuming, never-ending task. Especially when you consider the time, labor and expertise required to keep up with everyday monitoring, updates and support.

AT&T Application Management Services provide a fully managed solution for your business applications. With over 15 years of experience in managing a variety of mission-critical applications with implementations around the globe, AT&T has the expertise and global infrastructure to tightly integrate and support your applications throughout the entire lifecycle. As a result, it will help you optimize the solutions to deliver the most business value now and in the years ahead and achieve business agility.

Comprehensive and Integrated Services Across the Application Lifecycle

Whether you're implementing new software, expanding applications to support new business units or acquisitions, trying to keep up with growing user demands, or looking to get the most from your application investments, AT&T can help you with:

Assessment, Design and Implementation

Our application experts conduct an initial needs assessment to determine your requirements, align application functionality with business processes and create an implementation plan to deploy the right solution for your needs. We can also design custom applications to meet your unique requirements. All applications are operationally tested before going into production for more efficient day one transitions.

Since each solution is part of a complex ecosystem of applications, we can also help you develop, maintain and manage custom integrations for smooth functionality between new and existing applications. Rather than spending time and resources on managing this complexity, rely on AT&T system integration experts to free you to focus on other initiatives.

Enterprise Hosting

As part of our services portfolio, we can host your applications for you. Or, you can host them in-house and have us manage them for you remotely. Hosting options can include cloud, co-location, managed

A Full Portfolio of Managed Applications

Enterprise Applications

We manage applications from software vendors like Oracle® and SAP® which are designed to automate and streamline business processes across the full spectrum of enterprise operations.

eCommerce

Some of the largest retailers rely on AT&T to manage the applications that run their online businesses, like Hybris, IBM® WebSphere® Commerce and Oracle® Commerce, for a responsive and positive customer experience.

Messaging and Collaboration

Solutions like Microsoft® Exchange, Lync™ and SharePoint® can help you communicate and collaborate more efficiently across geographies and organizations, as well as wired and wireless environments.

hosting or utility computing. A software-as-a-service delivery model is also available for select applications.

Proactive Monitoring, On-Going Maintenance

Our services include 24x7x365 monitoring and management of applications, databases and interfaces, as well as the computing and network infrastructure supporting your solutions. We also apply the appropriate patches, fixes and updates for the applications, operating systems and security tools that interact with the applications we manage for you. Our proven methodologies help keep business flowing, users happy and customers satisfied, as well as reduce demands on your staff and budget.

Designated Support

Since we have years of experience supporting managed applications, we know that a multi-layered support model can be the most effective approach for comprehensive, responsive service. That's why our application support offering includes designated teams, full production support and named client executives who provide operational, technical and strategic support.

To learn more about AT&T Application Management Services, visit www.att.com/applicationmanagement or [have us contact you](#).

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Mobile Application Management

The increase in mobile devices and digital technologies makes managing and securing mobile applications a challenge. AT&T mobile application management solutions can help you standardize application deployment to corporate and employee-owned mobile devices, control access to applications and sensitive data, and manage content remotely to provide virtually anytime, anywhere access from nearly any device.

Optimizations, Enhancements and Upgrades

AT&T application experts can help you get optimum application performance and more value from existing applications by continually evaluating application usage and recommending potential improvements. They can also integrate with other enterprise applications and plan and execute upgrades to minimize business disruption.

An Enterprise-Grade Network, Infrastructure and Services

AT&T offers service availability Service Level Agreements (SLA) up to 99.95 percent to maximize uptime. AT&T utilizes a multi-layered security approach. Custom application SLAs are also available, based on your business needs.

And with up to 99.999 percent reliability,¹ you can depend on the AT&T network to deliver the fast, responsive service your users and customers demand from your applications.

Global Experience Managing Mission Critical Applications

You can rely in the proven experience, financial strength and stability of AT&T. We host and manage mission-critical applications for enterprises around the globe – including over half of the Fortune 50 and a quarter of the Fortune 500. AT&T is ranked by Internet Retailer as the #1 Web hosting provider to the top 1,000 e-retailers in North America².

And, as a leading provider of hosting, cloud and application services, we can also be your single, global provider for seamlessly integrating additional services – from security, disaster recovery and content delivery to mobility and unified communications.

AT&T Has Earned These Accolades

- IBM Premier Business Partner
- Microsoft Silver Partner
- Oracle Platinum Partner
- SAP Global Partner

Why AT&T Application Management Services?

- With 15+ years of proven experience designing, managing and securing applications, you can trust AT&T with your mission-critical applications.
- We can continuously monitor and fine-tune your application to help maximize performance and uptime.
- The AT&T enterprise-grade network and infrastructure deliver reliability, availability, scalability and performance.
- You get comprehensive 24x7x365 support from a designated and named team of technology experts, plus a Client Executive as a single point of contact.
- With full application lifecycle management, we can help you gain more value from your applications and give you more time to focus on strategic initiatives.
- You can enjoy the accountability and simplicity of a single provider for a broad range of services.

Forrester Research, Inc. has acknowledged AT&T is well suited for customers seeking hosting as part of their Oracle application needs³ and has deep experience in hosting SAP⁴ applications for manufacturing, retail/wholesale, and finance. In addition, Forrester stated, "AT&T provides real value by bundling its traditional telecommunication, application hosting, security, and unified communication services with Office 365 to provide CIOs an end-to-end outsourced IT solution."⁵

If you want to free your IT staff from the burden of day-to-day application management, so they can focus on business and strategic initiatives instead, call the application experts at AT&T.

Notes

1. AT&T Key Leadership Facts and Superlatives April 11, 2013.
2. Based on total Web revenue as listed in the 2013 Top 500 and Second 500 Guides
3. Forrester, "The New Breed Of Oracle Services Partner" March 2014
4. Forrester, "SAP Services Market Overview," December 2013
5. Forrester, "Market Overview: Microsoft Office 365 Implementation Partner Ecosystem," January 2014

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