AT&T BusinessDirect® Portal
Manage Your AT&T Enterprise Networking Solution

Business Purpose
The AT&T BusinessDirect® Portal is a value-added extension of our managed services. It provides enhanced visibility and control of a managed solution. The portal gives you personalized, secure access to detailed information about your AT&T managed hosting, access, security, network and storage infrastructure and applications.

Gain access to near real-time performance reporting on the availability of your applications and electronic customer service tools such as ticketing, ordering and billing. The portal features timely information that you may use to monitor and manage systems, track network and application uptime and monitor performance and service quality, all supported by your specific Service Level Agreements (SLAs). In addition to near real-time reporting and application monitoring tools, the portal offers interactive collaboration.

AT&T’s BusinessDirect® portal has achieved the highest overall level of integration and feature support. “AT&T is viewed as having the strongest portal across all of these areas with ‘exceptionally well-developed integration with its network map’ for trouble ticketing and maintenance.”

—Yankee Group, January, 2005

Security and Reliability
The AT&T BusinessDirect Portal performs at 99.8% level of availability, and includes automated disaster recovery capabilities. It provides secure online access to information needed to monitor and manage your AT&T networking environment. With the tools available on the portal and the reliability of its platform, you can intelligently monitor and manage your network and applications to better align with your business planning. Additionally, the portal is protected with multiple layers of security, including Secure Socket Layer (SSL) encryption technology.

Always Available
The AT&T BusinessDirect Portal uses leading software technology to customize information according to your needs. An easy-to-read, common look and feel client interface helps all users access relevant information and interpret data efficiently. You can personalize your views based on job roles and responsibilities. Consistent reports and 24x7 availability helps you to be fully-informed of the status of your network and corporate activities.

Robust Performance Reporting
The online performance reporting tools help you understand network usage patterns, uncover underlying reasons for network performance concerns and determine when to reconfigure your network.

BENEFITS
• Increased visibility and control
• Improved productivity
• Optimized networking efficiency in real-time
• Improved speed and accuracy of your AT&T transactions
• Reduced costs
• Personalization
• Predictable and optimal performance

FEATURES
• Network management and performance reporting tools
• Current and historical performance tools
• Monthly e-bills, trouble ticket and SLA reporting
• Real-time collaboration tools
• Document publishing to shared repository
• Innovative and comprehensive portal capabilities
The following reports are available:
- Executive Summary
- Performance Dashboard
- SLA Dashboard
- Network Performance
- Bandwidth Utilization
- Web Statistics
- Server/Application Management
- Resolution Management
- Applications/Content Management
- Transaction Management
- Service Level Agreement Reports
- Alarm Notification and Status
- Managed Load Balancing
- Managed Storage
- Intelligent Content Distribution

**Communication and Collaboration Tools**
The collaboration tools enable efficient and interactive communication across multiple client work groups and between AT&T and managed services customers.

You can post and share the following documents online:
- Shared Content Repository with Real-Time Publishing
- Shared Calendar
- Client Specific Q&A Board
- Participate in On-Line Discussions

The portal provides real-time, on-line management tools to allow you to:
- View Trouble Tickets
- Download Monthly Bills
- Place and Track Provisioning Orders On-Line
- Access AT&T Contacts

Clients have access to the below current industry news and information:
- Daily Syndicated News
- Industry White Papers
- Abstracts of Consultant Research Reports
- Industry Events
- AT&T Service Line Information

Optional services and tools include:
- Direct Control – Remote Control
- Hosting Element Visualizer
- Web Statistics – Additional URL
- Transaction – Additional Transaction Steps
- Keynote
- Security – Intrusion Detection & Firewall Log Analysis

Let the AT&T BusinessDirect Portal help you manage your AT&T enterprise networking solutions and improve your productivity. You will improve the speed and accuracy of transactions with AT&T and reduce your expenses by optimizing your network efficiency in real-time.

For more information contact your AT&T Representative or visit us at www.att.com/business.