



Product Brief

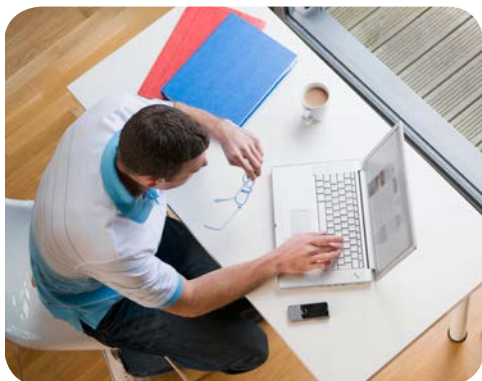
AT&T Enterprise Recovery Services

Highly secure, scalable, managed cloud-based disaster recovery solutions

Business Challenge

Weather conditions, power outages and cyberattacks are common contributors to service outages. When a service outage occurs, organizations can be left without the tools needed to conduct business and support their customers. This loss of productivity can have significant revenue and customer service implications that extend beyond the term of the "event". For this reason, you need a highly available, easily recoverable, production environment.

It's hard to know where to begin. The complexity of your environment – multiple service providers and/or technology platforms, in-house and external data centers, applications and backup solutions – can be an obstacle to achieving the uptime your business requires. In addition, you may not have the time and resources available to develop an enterprise-wide disaster recovery (DR) solution that extends from your infrastructure to your employees and through to your business partners.



With AT&T Enterprise Recovery Services, we will help define, document and test the recovery process for your entire environment. You will receive a comprehensive disaster recovery solution designed to meet your unique business and personnel needs, creating true business resiliency.

Solution Overview

Organizations often have diverse and complex IT environments, utilizing multiple technology platforms, which make it difficult to establish a disaster recovery plan. We will help you overcome that obstacle by designing a single, integrated solution that takes into consideration all your recovery needs.

Disaster Recovery Planning – We help you understand your business and IT needs, recovery time objectives and recovery point objectives. We then determine those key business processes and system interdependencies which need to be involved to achieve your goals.

Applications and Data Prioritization – We help you identify which data needs to be protected, as well as where and how it will be stored and recovered. By helping you tier and prioritize workloads, we can help you meet your unique compliance and critical availability requirements.

Change Management – To maximize availability, we will recommend and apply changes to how your organization provisions IT services. You can sync your production environment with our recovery environments so they are both up to date and ready to go if a disruption occurs, or if you need to pass recovery audits.

Potential Benefits

- A fully managed DR solution to help you protect your business and continue to operate in the event of a disaster, mitigating risk and preventing revenue loss
- Decrease capital and equipment expenses
- Experience faster speed to recovery
- Scale as your needs grow
- Reallocate your essential IT staff to focus on core business needs

Features

- Fully-managed testing and recovery of applications and data on a highly-secure, enterprise-class cloud platform
- 365 24/7 Operational Support Desk
- Disaster Declaration submission online or by phone
- No cost Alerts to put recovery teams on notice in the event of an actual Disaster Declaration
- Geographically dispersed Recovery Centers
- Multi-platform functionality supporting physical servers and/or virtual machines
- On-demand scalability of networks, storage and compute capacity

To learn more about AT&T Enterprise Recovery Service, visit www.att.com/cloud or [have us contact you](#).

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Documentation and Testing – We define and document the back up and recovery process for your entire environment. Unlike data deduplication, which can eliminate redundant data, we provide you with a full copy to improve data integrity. We can also test your infrastructure, applications and dependencies, and repeat those tests on an on-going basis.

Recovery Life Cycle Management – We can either share the business continuity responsibility with your organization, or we can provide an end-to-end Managed DR Program, backed by service level agreements.

Workforce Continuity – In the event your place of business is unavailable, we can provide you with a comprehensive shared or dedicated environment, anywhere in the continental United States, tailored to your specific needs so your revenue-generating employees can get back to work.

Consulting Services – If you're unsure what your organization's first steps need to be, we can provide the support to help you assess effective strategies for managing risk, regulatory compliance requirements, operational improvements, and ensure the continuity of your business operations.

Value Added Services

AT&T VPN – Highly-secure, private network solution. Connects your corporate headquarters, data centers, branch offices, small offices and mobile workers to each other, and to the applications they use. Great for latency-sensitive applications.

AT&T NetBond® – Extend your VPN network all the way to the cloud. AT&T NetBond “bonds” the performance and network security of your MPLS virtual private network (VPN) with the speed, agility, and power of cloud solutions.

AT&T Colocation – Provides a highly-secure, reliable and scalable foundation for your hosted IT infrastructure needs whether you are expanding or merging your data center environment.

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