

PRODUCT BRIEF

AT&T Server Monitoring and Management Services

Flexible Support Options for Servers in Our Data Center or Yours

Most companies recognize the huge impact that IT can have on their business, but their IT priorities often expand much faster than the available IT resources to address them. If installing and running servers is not a core competency or competitive advantage for your business, it may be tough to justify devoting your limited budget and staff to the challenges of keeping your servers up and performing well.

Yet, these functions remain critical for your overall IT and business success. How will your application or users be impacted if your servers go down? Who would know if an incident occurs, even if it's after business hours? Who has the knowledge to help detect, diagnose and resolve the issue? Who's minding the store?

AT&T Server Monitoring and Management Services augment your IT operation with flexible support options for your web, application, database or other servers, whether dedicated or virtualized. We can design, procure, deploy, operate and maintain your server infrastructure, so you can focus elsewhere. With our services, you can avoid the cost of building your own operations management system, and allocate your IT staff toward more critical and impactful projects.

AT&T can install and manage your servers in one of our premium Internet Data Centers

(IDC) as part of a complete Managed Hosting solution, or as add-on services to complement your Colocation solution. Additionally, we can support servers located at your site or third-party data center as part of a Remote Infrastructure Management solution.

Regardless of location, we proactively and reactively identify problems and, depending on the service selected, we then take action to resolve those issues and minimize the impact to your application performance. All services feature a myriad of reports available on AT&T's award-winning BusinessDirect® Portal. These include AT&T Visualizer, a patent-pending visual reporting tool that provides insight into the status of your servers, systems and applications and enables you to view real-time diagnostic and performance statistics.

Our Server Monitoring and Management Services rely on the innovative technologies, best practices servicing model, expert support staff and commitment to customer service that only AT&T can deliver. The four fundamental services include Advanced Server Monitoring, Server and Operating System Support, Advanced Server Management, and Server Virtualization.

BENEFITS

- Reduce risk and cost, and speed time to market over do-it-yourself solutions
- Redirect IT resources toward projects that are more core to business success
- Choose the right level of management to meet your operational needs
- Access skilled resources to manage your server infrastructure
- Reduce upfront capital outlays in favor of more predictable operational expense

FEATURES

- Proactive monitoring
- Real-time event notification
- Alarm thresholding
- Visual monitoring and performance statistics



Advanced Server Monitoring

Advanced Server Monitoring extends AT&T's monitoring toolset to you, so you don't have to invest in your own platform, and your staff can manage your servers more efficiently and effectively. This "always on" service includes alarm thresholds, event notification and online reports via the AT&T BusinessDirect Portal to provide visibility into the health and performance of your server hardware, operating system, middleware and database software.

AT&T Responsibilities	Customer Responsibilities
<ul style="list-style-type: none"> Install and monitor AT&T supported server hardware, operating system, middleware and database software 	<ul style="list-style-type: none"> Install, configure and repair any software over and above the AT&T supported operating system and software
<ul style="list-style-type: none"> Set up the monitoring tools including threshold settings, reporting tools, and the AT&T BusinessDirect Portal available 24x7x365 	<ul style="list-style-type: none"> Monitor the receipt of electronic notifications View history and status of alarms, events and all monitored parameters through AT&T BusinessDirect Portal
<ul style="list-style-type: none"> Maintain the monitoring infrastructure and tools to ensure the automatic flow of alarms 	<ul style="list-style-type: none"> Take corrective action once notified of system failure/degradation

Server and Operating System Support

Server and Operating System Support allows you to share server administration tasks with AT&T. This service includes all of the features of Advanced Server Monitoring and adds proactive management of your server hardware and operating system, including fault management, break/fix, maintenance and patch updates. You have complete control over the middleware, database and application software that run on the AT&T managed server platform.

AT&T Responsibilities	Customer Responsibilities
<ul style="list-style-type: none"> Install and monitor AT&T supported server hardware, operating system, middleware and database software 	<ul style="list-style-type: none"> Install, configure and repair any software over and above the AT&T supported operating system and software
<ul style="list-style-type: none"> Set up the monitoring and management tools, server management tools, and the AT&T BusinessDirect Portal available 24x7x365 Apply operating system security patches 	<ul style="list-style-type: none"> Monitor the receipt of electronic notifications View history and status of alarms, events and all monitored parameters through the AT&T BusinessDirect Portal
<ul style="list-style-type: none"> Access, maintain and proactively manage hardware break/fix and operating system fault events 	<ul style="list-style-type: none"> Maintain application configurations and application management

Advanced Server Management

Advanced Server Management is a comprehensive service in which AT&T manages your complete server operating environment, so you only need to be concerned with your content and application code. AT&T manages and patches not only your server hardware and operating system, but also AT&T certified web/application server middleware and database software running on the server platform. All of these layers of your server infrastructure are monitored and managed by AT&T to provide a highly reliable, worry-free foundation for your business applications.

AT&T Responsibilities	Customer Responsibilities
<ul style="list-style-type: none"> Assess any pre-existing customer equipment Install server hardware, operating system, middleware and database software 	<ul style="list-style-type: none"> Ensure that AT&T supportability requirements are met for hardware, operating system and application components
<ul style="list-style-type: none"> Monitor and patch the operating system, middleware and database software; apply changes to production Ensure all supported services and features of managed software are available and functioning properly 	<ul style="list-style-type: none"> Manage content and application code View history and status of alarms, events and all monitored parameters through the AT&T BusinessDirect Portal
<ul style="list-style-type: none"> Manage events for all components of the server infrastructure Restore and repair an event/fault situation 	<ul style="list-style-type: none"> Participate in resolution once root cause is determined

Server Virtualization

Server Virtualization provides a managed, dedicated server hardware platform running VMware® Virtual Infrastructure software. This allows you to simultaneously run multiple virtualized servers, called virtual machines, each with its own independent operating system and application configuration. AT&T installs and manages the virtualization platform up through the virtualization software layer.

AT&T Responsibilities	Customer Responsibilities
<ul style="list-style-type: none"> • Engineer, install and configure the server virtualization platform • Create virtual machines 	<ul style="list-style-type: none"> • Install, configure and repair any customer-required software running within the virtual machines
<ul style="list-style-type: none"> • Set up the monitoring and management tools, server management tools, and the AT&T BusinessDirect Portal available 24x7x365 • Monitor and patch the virtualization software 	<ul style="list-style-type: none"> • Monitor the receipt of electronic notifications • View history and status of alarms, events and all monitored parameters through the AT&T BusinessDirect Portal
<ul style="list-style-type: none"> • Proactively manage fault events related to the physical server hardware and virtualization software • Reactively manage events for the virtual machines 	<ul style="list-style-type: none"> • Participate in resolution once root cause is determined

For your virtual machines, Advanced Server Monitoring, Server and Operating System Support or Advanced Server Management services are also available.

A Powerful AT&T Solution

Included with each of these services, the AT&T BusinessDirect Portal provides you with a holistic view into your hosting environment and provides color-coded specific events and warnings superimposed over topology diagrams. You can locate root causes of events and submit online trouble tickets. It is easy to use and accessible via any web browser.

AT&T provides world-class monitoring and management through the integrated Global Enterprise Management System (iGEMS) management tool, which monitors your hardware and software and provides care and support around the clock. AT&T Server Monitoring and Management helps you avoid costly downtime and increase productivity while uncovering performance issues. Our team of highly-trained engineers work 24x7x365 to detect, diagnose and resolve any impacts to your web hosting infrastructure.

So, who's minding the store for you?

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

