Imagine having to tune, tweak, and adjust your electricity day and night to run your TV, stereo, microwave, and hair dryer. And what if it fell on you to select the wires, switches and structures vital behind the scenes just to plug in and run your appliances? All that time and trouble, when you could be doing better things!

Why not let AT&T supply and manage the hosting infrastructure that your applications “plug into”? Provisioning, installing, updating, patching, monitoring, troubleshooting, backing up, storing, supporting – all burn up resources you could better apply to boosting your business, attracting customers, and serving clients, partners and employees.

Ground-Breaking Services With the Flexibility You Need

We’ll work with you to select the right architecture for your requirements, helping to ensure that your business processes have a hosting environment that’s as expandable and robust as you need. Forget the mind-numbing talk about servers and switches you hear from other vendors – we’ll explore your business goals and pressures, allowing us to propose the managed hosting structure that works best for you.

For example, our utility option is great for companies with fluctuating or hard-to-predict needs. When traffic spikes on your website, our scalable utility architecture expands the storage, network, and server capacity, then shrinks back to normal when the rush is over. You get unparalleled flexibility and pay only for the capacity you use, saving you money – maintaining smooth interactions with suppliers and customer – and helping employees work without interruption.

Managing Your Complete ‘Stack’

AT&T’s managed hosting service supplies and tends to your complete application infrastructure, providing a rock-solid foundation for the software that drives your business. You can count on us to build and operate an infrastructure tuned to your specific application needs. Take advantage of our hardware, networking, storage, and security, our expertise and world-class reputation, and service level agreements (SLAs) that safeguard the availability of your entire environment.

Our optional Application Awareness service for most off-the-shelf software provides key information on the status and health of your applications in near-real time. We’re alerted immediately if issues arise and can take troubleshooting steps worked out with you in advance.

Be Ready for Anything

If your business processes undergo peaks and valleys – whether expected or not – you can benefit from the scalable utility architecture available through AT&T’s managed hosting.

We have the answer if you:

- Experience seasonal sales cycles that require extra capacity for just part of the year, such as holidays
- Hold sales that pull an influx of online shoppers to your website at various times

**BENEFITS**
- Freedom to focus on unlocking business value
- Efficient, repeatable methods for smooth implementation
- Dramatic drop in provisioning times on our scalable utility architecture
- Savings on hardware, licensing fees, and IT operations
- Proven reliable uptime
- Responsive, knowledgeable support staff always available

**FEATURES**
- Holistic support from business-focused and technical experts
- Full infrastructure management and monitoring
- Flexible computing and storage capacity with “burstable” pricing options
- A client service lead you know by name
- 99.5% to 99.9% availability
- Feature-rich customer portal for reporting and change management
- Easily upgrade to full application management services
• Run special programs, such as bidding auctions, campaigns, coupon offers, opinion polls, etc., that temporarily drive up the number of users accessing your system

• Have an open enrollment period for employee benefits that requires extra capacity for a short time

• Are ramping up recruitment – so the number of concurrent users on your online application system will jump significantly

• Acquire another company and suddenly need increased capacity to consolidate the businesses

• Maintain excess capacity to accommodate fluctuations in your business – but use only a fraction of it most of the year

**Uniquely Qualified for Managed Hosting**

With more than a decade of experience managing, hosting, and supporting enterprise applications for customers around the globe, AT&T is skilled at selecting hosting environments that supply the features you need. Our standing in the industry is evidenced by such credentials as SAP Hosting Partner, Oracle Certified Advantage Partner, Microsoft Gold Certified Partner, VMware Hosting Service Provider – and by our twice-yearly audits: SAS-70 Type II for hosting controls and SysTrust for availability, security measures and integrity.

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**The AT&T Managed Hosting Service Includes:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Support</td>
<td>A named point of contact with an integral role in service delivery, plus support personnel who provide the right level of help when you need it.</td>
</tr>
<tr>
<td>Managed IT Infrastructure</td>
<td>Hardware and full monitoring and management of network, servers, operating system, and storage. Choice of traditional dedicated configurations or utility computing and burstable “pay-for-what-you-use” options.</td>
</tr>
<tr>
<td>Portal &amp; Reporting</td>
<td>Anytime, anywhere access to detailed information about status and performance.</td>
</tr>
<tr>
<td>Data Protection Services</td>
<td>Choice of four classes of service designed to meet your specific recovery-time objectives.</td>
</tr>
<tr>
<td>Managed Web &amp; Database</td>
<td>Includes licensing, installation, and proactive monitoring/management of the web server and database software.</td>
</tr>
<tr>
<td>Application Awareness Services*</td>
<td>Application monitoring for most “off-the-shelf” software.</td>
</tr>
<tr>
<td>Complete Security Solution</td>
<td>Firewall, intrusion detection system, anti-virus, SysTrust, and SAS-70 audits.</td>
</tr>
<tr>
<td>Service Level Agreements</td>
<td>99.5% to 99.9% availability, and response from support team within 15 to 60 minutes, depending on incident severity.</td>
</tr>
<tr>
<td>Managed Network</td>
<td>Robust connectivity options for Internet and wide-area network requirements.</td>
</tr>
<tr>
<td>Data Center Facilities</td>
<td>Fully redundant, highly available data centers.</td>
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</tbody>
</table>

*Optional service

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