

# AT&T Synaptic Hosting<sup>SM</sup>

## A Standardized, Utility-Based Solution

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, cabling, switches and infrastructure needed 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 run on? Provisioning, installing, updating, patching, monitoring, troubleshooting, backing up, storing, supporting...these activities 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

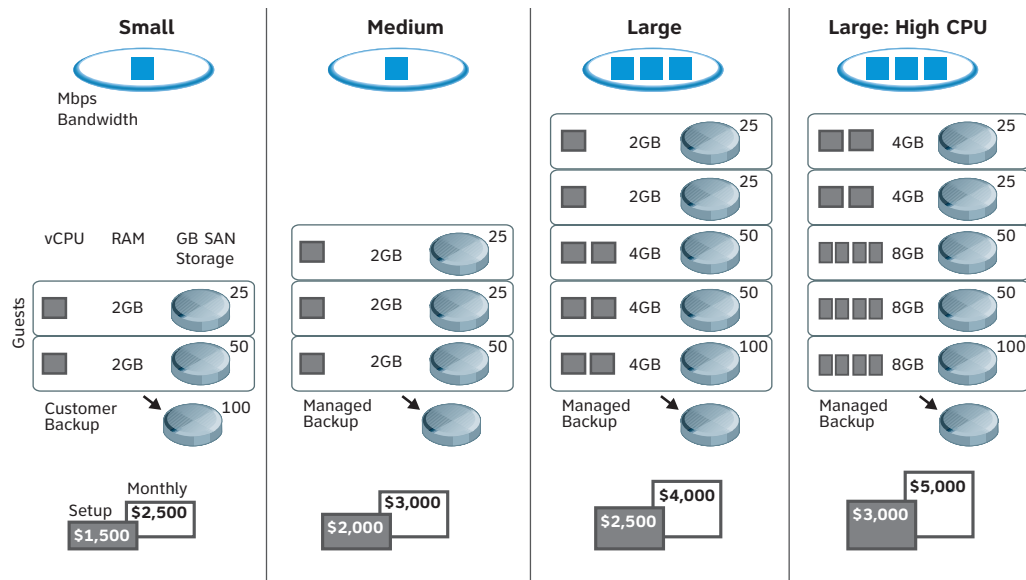
AT&T Synaptic Hosting is a standardized, fully-managed virtualized utility computing platform. It combines network, security, server, and storage resources to deliver a complete managed IT infrastructure stack onto which you can deploy and run business critical applications.

Integrating the industry's best technologies with AT&T proven operational practices, this service provides you with a more scalable and cost-effective environment than you could typically achieve using physically dedicated components.

### 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

### Four Pre-Configured Options For Your Needs



### Features

- Holistic support from business focused and technical experts
- Full infrastructure management and monitoring
- Flexible computing and storage capacity
- 99.9% availability backed by Service Level Agreements
- Feature-rich customer portal for reporting and change management



### Managing Your Complete 'Stack'

AT&T Synaptic Hosting 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. AT&T Synaptic Hosting includes the licensing, installation and management of the Operating System (OS). 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.

### Client Support and Operational Expertise

AT&T's designated support staff are skilled in the latest hosting technologies and well versed in our tested and proven processes and tools.

#### World-Class Customer Support Model

- The Network Operations Center relieves clients from the need to train staff and provide round-the-clock operations in-house
- The Global Operations team is available 24x7x365 to respond to issues and implement changes

### Uniquely Qualified for Managing Your Hosting Needs

With more than a decade of experience managing, hosting and supporting enterprise applications for customers around the globe, AT&T knows how to manage and operate hosting environments with the features you need.

#### AT&T Synaptic Hosting Packages Include

Account Support	We support your business using the best people and tools in the business. Our experienced, certified staff is available 24x7x365.
Managed IT Infrastructure	Hardware and full monitoring and management of network, servers, operating system and storage. AT&T installs, monitors, and proactively manages the Microsoft Windows® 2003/2008 or Red Hat 4/5 operating system. Packages include: <ul style="list-style-type: none"> <li>• Small: 2 servers with 1CPU x 2GB RAM</li> <li>• Medium: 3 servers with 1CPU x 2GB RAM</li> <li>• Large: 3 servers with 1CPU x 2GB RAM and 2 servers with 2CPU x 4GB RAM</li> <li>• Large (High CPU): 2 servers with 2CPU and 4GB RAM and 3 servers with 4CPU and 8GB RAM</li> </ul>
Portal and Reporting	Practically anytime, anywhere access to detailed information about status and performance through the award-winning BusinessDirect® Portal.
Data Protection and Storage	Managed storage solution includes RAID 5 storage, enabling high levels of reliability and performance. And our data backup plans keep your data available for restore on demand. <ul style="list-style-type: none"> <li>• Small: 75GB of storage with 100GB of space for customer-managed data backups.</li> <li>• Medium: 100GB of storage with managed backup and restore service. Six month retention for database files.</li> <li>• Large: 100GB of storage with managed backup and restore service. Six month retention for database files.</li> <li>• Large (High CPU): 100GB of storage with managed backup and restore service. Six month retention for database files.</li> </ul>
Security	Our full security solution is best in class, including a high availability firewall, Network Intrusion Detection service, and site to site VPN access to the environment. AT&T provides two-factor token ID fobs for secure server administrative access for your administrative user. One token is included with the Small and Medium packages, three are provided with our Large packages.
Service Level Agreements	99.9% availability, and response from support team within 15-60 minutes, depending on incident severity.
Managed Network	Direct connection to the AT&T IP Backbone. AT&T delivers a committed bandwidth rate of 1 Mbps (Small and Medium) or 3 Mbps (Large) to provide the access you need to support your end users and can provide optional private access from your MPLS or eVPN network straight into your Synaptic environment. You upload your application onto our infrastructure via tools like RDP or SSH.
Data Center Facilities	Fully redundant, highly available Internet Data Centers.

