Cisco-based managed services from AT&T

AT&T - Cisco Managed Services Portfolio

Networking Solutions for Your Fast-moving Business.

In a fast-moving business environment, networking solutions have to change and adapt. Even the way that we communicate and work is evolving as new communications capabilities are providing faster connections. Discover how the right networking solution can help in managing change to deliver an experience and a level of performance that is predictable, reliable, and responsive with Cisco-based Managed Service Solutions.
AT&T offers Cisco-based Router Connectivity solutions to meet a full range of business access requirements, from simple Dedicated Internet Access (DIA) to Managed Internet Service (MIS/MIS+) and Managed Router Service.
Managed Router Service (Frame Relay, VoMRS Voice over MRS, Managed Inverse Mux Access - ATM)

A customized WAN solution for customers with large or complex networking needs. Can include the design, implementation, operation and management of not only the core network, but also network routers, modems and other CPE. Voice over IP.

AT&T IP Enabled Frame Relay/ATM Service is an efficient, scalable way for businesses to incorporate critical applications into their current networks. Multiprotocol Label Switching (MPLS) allows the employment of any-to-any connectivity and provides four classes of service (CoS) for specific data and voice needs. This service addresses the growing importance of IP-based networking and the distributed communications needs of enterprises, yet builds upon the demonstrated performance and security levels of frame relay and ATM technologies.

**Description:**
AT&T IP Enabled Frame Relay/ATM Service is a network-based IP VPN solution provided via MPLS standards, an advanced IP routing technology, over the AT&T Global Network. The service provides scalable, reliable and secure local area network to wide area network (LAN-to-WAN) interconnections.

**Additional Info:** [IP Enabled Frame Relay/ATM](https://www.cisco.com)
AT&T - Cisco Managed Services Portfolio

Managed Internet Service (MIS)/VoMIS
(Voice over MIS)

Managed Internet Service with AT&T or customer provided CPE; Dedicated port into AT&T’s OC48/OC192 Common • Industry-leading SLA’s • Choice of flat rate or usage-based billing • BusinessDirect(sm) portal access to servicing, reporting and tools • Voice over IP
• The service is available globally.

Your business relies on the Internet for many critical operations - electronic commerce, e-mail, remote access productivity and much more. Intended for corporate and hosting sites, resellers and ISP’s, AT&T Managed Internet Service helps you consolidate management of your Internet applications with high speed dedicated access, world-class reliability and optimal performance, scalability and security.
• AT&T Managed Internet Service provides a dedicated Internet connection, with extensive reach in the continental U.S., for your business 24 hours a day. You can select our completely AT&T-managed solution - or choose to manage components of your Internet access solution yourself. Either way, AT&T proactively monitors your Internet access around the clock and provides enhanced security features to help protect your valuable network resources.

Continued >
AT&T Managed Internet Service incorporates convenience, resources and flexibility in a completely vendor-provided Internet solution, easing the management headaches associated with rapidly growing Internet use. You can take advantage of managed, high-speed, end-to-end Internet connectivity, knowing that AT&T is there with proactive monitoring and expert technical assistance.

**Description:**
AT&T Managed Internet Service is a dedicated Internet connection that provides reliable access and is backed by world-class 24x7 customer support.

**Additional Info:** [AT&T Web Link – MIS](#)
AT&T - Cisco Managed Services Portfolio

Dedicated Internet Access (DIA)

(Former SBC Service)

See Managed Internet Service (MIS).
AT&T offers a full range of Cisco-based Managed VPN services to meet the networking needs of business customers. They include everything from MPLS-based Enhanced VPN (EVPN) and IPSec VPN – AVTS (Remote and Site to Site) to IPVPN, Network-based VPN and Private Network Transport services.
AT&T - Cisco Managed Services Portfolio

MPLS VPN w/Frame Relay Access = EVPN
(Enhanced VPN, IPR w/MRS)

A global, network-based IP VPN solution provided via Multiprotocol Label Switching (MPLS) • Any-to-any connectivity • Traffic prioritization - 4 Classes of Service (CoS) • Service Level Agreements (SLAs), by class of service and country • Web-based reporting • Layer 3 reports (IP level) • Network resiliency, 4 options • Voice over IP

AT&T Enhanced VPN Service provides a managed IP VPN solution with globally consistent features and functionality - reaching over 60 countries - and minimizes your need to build and provide ongoing operational support for your regional and global networks. • Enhanced VPN is supported via our state-of-the-art AT&T integrated Global Enterprise Management System (iGEMS) providing proactive end-to-end management of your network, predicting and solving problems before they become evident to you. By utilizing the iGEMS management platform, AT&T evolves, designs, deploys and manages your private IP VPN network, with round the clock monitoring and near real-time reporting on the status of your network and on the performance of your applications. • Enhanced VPN is designed with 4 classes of service and speeds up to OC-3 to achieve the performance; reliability, predictability and security of a carrier-operated managed MPLS-based IP-enabled network providing prioritized traffic over a single infrastructure.

Continued >
AT&T - Cisco Managed Services Portfolio

Description:
AT&T Enhanced VPN is a globally consistent network-based IP VPN solution provided via Multiprotocol Label Switching (MPLS) standards over the AT&T Global Network. AT&T evolves your existing network to IP-enabled, designs the network, project manages the deployment and proactively manages the lifecycle of your network.

Additional Info: AT&T Web Link – VPN Services
AT&T - Cisco Managed Services Portfolio

AT&T Virtual Tunneling Service, Remote and Site-to-Site

Premises-Based VPN utilizes Internet Security Protocol (IPSec) to prevent data tampering and help ensure the confidentiality, integrity, and authenticity of customer data communications.

AT&T Premises-Based VPN allows businesses to build upon current investments by providing dedicated, broadband, and remote access solutions for connection to the AT&T global network or the Internet. These Premises-Based VPNs are delivered by adding intelligent devices such as firewalls or VPN tunneling terminating at your business's edge and a connection is established by programming appropriate levels of network security, user access control, and bandwidth prioritization.
AT&T - Cisco Managed Services Portfolio

MPLS VPN w/PPP local access = PNT (Private Network Transport)

IPVPN solution over AT&T’s IP Network, utilizing AT&T MPLS to provide security • Customers don’t need to purchase additional customer-premises VPN equipment for their sites. Security - MPLS-based security • Distributed communications - any-to-any connectivity • Traffic prioritization - 4 Classes of Services (CoS) • Service Level Agreements (SLAs) • Web-based reporting • Flexible billing options • Service available in United States only • Available with AT&T Voice over IP (VDNA).

AT&T Multiprotocol Label Switching (MPLS) IP VPNs are network-based solutions provisioned on the AT&T IP Network. AT&T provides a flexible, future-proof architecture to our customers that meet their communications needs today - and tomorrow - by designing, engineering and building IP VPN solutions that enable the integration of the best in breed network architectures. • AT&T MPLS IP VPNs are state-of-the-art IP VPN models and offer a flexible and easy path to migrate from legacy data networks to a highly-secure and scalable IP-based infrastructure.

Description:
We provision the IP VPN solution over our IP Network, utilizing AT&T MPLS to provide security. Customers don’t need to purchase additional customer-premises VPN equipment for their sites.

Additional Info: MPLS Private Network Transport Services
AT&T - Cisco Managed Services Portfolio

IPVPN
(Former SBC Service)
See AT&T VPN Services.
AT&T - Cisco Managed Services Portfolio

Network-Based VPN

(Former SBC Service)

See AT&T VPN Services.
Information is one of the most valuable assets of any company. Security breaches or other unexpected interruptions can happen anytime to anyone - whether you are a large enterprise or a small business. To help protect your vital data and to help secure your enterprise networking environment, AT&T delivers a suite of Security and Business Continuity Services to help assess vulnerabilities, protect your infrastructure, detect attacks, respond to suspicious activities and events.
AT&T - Cisco Managed Services Portfolio

Managed Firewall – (ASA/PIX and IOS Based)

Premise-based firewall server installed on customer site enforces specific security policies on each interface. All packets received by the firewall are compared to multiple firewall rule sets depending on the service selected. Network based security functionality resides in the robust AT&T MPLS network. AT&T’s Network-Based Firewall Service enforces traffic separation among customers by establishing a Private Virtual Circuit (PVC) from customer’s private network to the service in order to filter the traffic coming in or going to the Internet.

AT&T Premises-Based Firewall Service provides a highly functional layer of security to your networks. The service is a fully managed solution, which includes all hardware and software components, configuration, installation, day to day management and maintenance, as well as expert customer support and proactive network monitoring through the AT&T Security Network Operations Center. You can choose from three AT&T Premises-Based Firewall solutions. All these configurations let you define your own security policy and tailor the solution to the size of your user base and enforce security policy on each interface of the firewall. Two solutions combine the leading security industry software with hardware or platforms from Cisco ASA/PIX. All the ASA/PIX security solution options offer High Availability configuration, higher bandwidth and security reporting capabilities. The third option offers a Cisco IOS Firewall feature on Cisco Routers.

Cisco Elements:
ASA 5510, 5520, 5540, 5550,
PIX 501, 506, 515, 525, 535 or
Router-based with IOS on
1760VPN-K9 or 2620XM,
Cisco FWSM

Continued >
AT&T - Cisco Managed Services Portfolio

This configuration is appropriate for small offices that require basic security with bandwidth throughput of T1 and below. The firewalls are actively managed and monitored 24x7 by AT&T security professionals based on your unique network security policy.

**Description:**
The firewall server installed on your site enforces specific security policies on each interface: all packets received by the firewall are compared to multiple firewall rule sets depending on the service selected. The firewall inspects each packet of data and either allows entrance, denies access or passes an alert to AT&T’s Security Network Operations Center (S/NOC). Security event logs are both collected on the firewall for customer review and sent to the S/NOC for further analysis and alerting.
AT&T - Cisco Managed Services Portfolio

Managed Intrusion Detection (MIDS)

Service monitors customer network via an unaddressed monitor port on a switch at customer’s premises. Cisco Secure Intrusion Detection Sensors located at customer site use a signature-based approach to perform real-time intrusion detection at the network level. Installation, maintenance, automatic updates, proactive monitoring, daily, weekly, monthly reporting are available.

AT&T Managed Intrusion Detection Service protects your networking infrastructure by detecting and responding to unauthorized attempts to access your network. The hardware/software application is installed on your premises and connected to the AT&T Security Operations Center, where AT&T Service Technicians provide round-the-clock surveillance. The service monitors network traffic for potential misuse from internal and external sources, by capturing IP packets and performing real-time “signature” analysis, comparing the packets to a continually-updated database of over 1000 existing attack signatures. When a pattern of misuse is detected, the system quickly and automatically responds according to your predefined policies to send an alert and take immediate action. AT&T, the recognized leader in network security, provides maintenance procedures, installation and day-to-day management. In addition, the full-managed service includes maintenance of hardware and software components and installation of required upgrades.

> Continued
**Description:**
The service monitors your network via an unaddressed monitor port on a switch at your premises. Cisco Secure Intrusion Detection Sensors located at your site use a signature-based approach to perform real-time intrusion detection at the network level. This involves the capture and real-time analysis of IP packet "signatures" by performing both context and content monitoring. Context monitoring entails the examination of the IP packet header data. Content monitoring evaluates the assembly and examines the data content of a single or series of IP packets.

**Additional Info:** [AT&T Web Link – Intrusion Detection](#)
Managed DDoS
(Internet Protect w/DDoS Mitigation)

Service analyzes Internet traffic heuristics and statistical models to predict and profile potential malicious activity. This information is provided to customers via the Information Security Portal, where they can use it to filter real-time and potential attacks. Network-based Dedicated Denial of Service (DDoS) solution • Customers get 24/7 Internet Security News Network.

AT&T Internet ProtectSM is a security alerting and notification service that offers advanced information regarding potential real-time attacks (viruses, worms and distributed denial of service or DDoS attacks) that are in the early formation stages. Available to customers who use the AT&T IP backbone as a proxy of general Internet traffic, the service provides valuable real-time analysis of Internet traffic, which customers can use to predict and prevent malicious traffic from infecting their network. Using the web-based Information Security Portal, AT&T notifies customers regarding identified critical malicious activity and recommends immediate action to be taken by the customer. AT&T DDoS Defense option provides DDoS identification and mitigation within AT&T’s backbone, providing you with increased protection from malicious traffic before it reaches your network.

[Continued >]
Internet security experts have recognized AT&T Internet Protect as a leading security offer, based largely on its success in recognizing and offering prevention tips for threats before they materialize. The difference is in the quality of AT&T’s data analysis, which culls information from the extensive AT&T IP backbone, which carries over 1.6 petabytes of data daily and is one of the largest in the world.

**Description:**
AT&T Internet Protect analyzes Internet traffic heuristics and statistical models to predict and profile potential malicious activity. This information is provided to customers via the Information Security Portal, who can use it to filter real-time and potential attacks.

**Additional Info:** [AT&T Web Link – Internet Protect](#)
AT&T - Cisco Managed Services Portfolio

Managed Security (Firewall/IDS)

(Former SBC Service)

Skilled security expertise and 24x7 network monitoring available
• Nationwide availability with AT&T’s Datacomm’s Security
Network Operation Center (SOC) in Dublin, CA • AT&T Security
Consulting Services.

See Managed Firewall and Managed Intrusion Detection Services
AT&T offers a full range of Cisco-based Managed Optical services to meet the needs of business customers who require the performance benefits that are inherent in these solutions. They include everything from SONET-centric services such as ACCU-Ring® and dedicated SONET Ring to the cost effective Managed Optical Network Service, the flexible, high-bandwidth Metro Ethernet Service and the simple Ultravailable® Managed OptEring Service.
AT&T ACCU-Ring Network Access Service® is a private SONET ring providing dedicated high-speed access for consolidating all of your traffic including private line, switched and enhanced services, and all distance carrier traffic (voice, data and video). The state-of-the-art, self-healing dedicated SONET ring architecture protects your critical applications from being disrupted or degraded in quality due to loss of signal or transmission impairment. To ensure quality and reliability standards are maintained, every installation is thoroughly tested and monitored by the AT&T ACCU-Ring Service Center.

ACCU-Ring establishes connections on a dual fiber ring network between AT&T Points of Presence (POPs), your premises and local access providers, employing a dual-fiber self-healing ring with a primary path and a protected path.

Additional Info: AT&T Web Link - ACCU-Ring
# AT&T - Cisco Managed Services Portfolio

## Managed Optical (Ultravailable® Network Services, Integrated RPR, SONET & DWDM)

Ultravailable® Network Service provides Integrated Dense Wave Division Multiplexing (DWDM), SONET and Resilient Packet Ring technology, delivering custom network solutions. UVN includes protected and unprotected services from DS1 through OC192, offering Gigabit and 10 Gigabit Ethernet, both LANPHY and WANPHY interfaces, in addition to a myriad of storage protocols, including ESCON, FICON and Fiber Channel (1GB - 10GB). Point to point, multi-point and mesh topologies are supported. UVN is a fully managed offering. Network Visibility, Alarm, Performance and Inventory Reporting are available.

### Additional Info:
AT&T Web Link - Ultravailable OptERing / Ultravailable Managed Network Service

---

**Cisco Elements:**
Cisco 15454 MSP & MSTP, 15216’s; UV can also be combined w/ Storage Connect (MDS platform)
ESS-MAN® Service

AT&T’s Ethernet Switched Service - Metropolitan Area Network (MAN) is a metro solution that provides the high bandwidth you are looking for with flexibility to meet your needs, from affordable, scalable communications to secure and reliable networking you can depend upon.

With an Ethernet Virtual Private Network (VPN) supporting any-to-any high-bandwidth Ethernet LAN connectivity between your metro area locations with multiple uplink speeds, and network configurations available, you are sure to find a solution that's right for your business. Because you use existing equipment found on your LAN today, an Ethernet solution is an affordable way to simplify and consolidate your metro infrastructure.

AT&T Ethernet Switched Service - MAN offers high-speed bandwidth in versatile, logical network configurations between your metro locations, such as hub and spoke, partially meshed or fully meshed.

Additional Info: AT&T Web Link - ESS-Man
Managed Hosting Service Portfolio

AT&T Hosting Services offer an impressive array of flexible and comprehensive web services to help ensure uninterrupted access to your critical data and applications. Designed to provide the utmost flexibility, AT&T delivers a rich portfolio of solutions tailored to meet your needs.
AT&T - Cisco Managed Services Portfolio

Managed Hosting Services

Enterprise Hosting Services are designed to support business applications with high performing facilities, comprehensive capabilities and all through an industry leading portal. 28 U.S. and Global AT&T Internet Data Centers integrated with AT&T’s high-performing global network. Security, storage, intelligent content distribution, multiple-carrier fail-over IP connectivity, utility computing options, professional services, load balancing, portal reporting, VPN and data networking integration are all available with our Hosting Services.

AT&T Enterprise Hosting Services offer a rich portfolio of flexible hosting solutions to help ensure uninterrupted access and improved performance of your critical business data and applications. AT&T Enterprise Hosting Services deliver a fully integrated application and networking infrastructure to handle the simplest to the most demanding hosting requirements, simplifying and streamlining the integration of components from separate vendors. Leveraging AT&T’s integrated Global Enterprise Management System (iGEMS), a sophisticated, end-to-end global network management platform, AT&T Enterprise Hosting Services proactively monitor and manage your hosting solution to deliver predictable application performance. AT&T Enterprise Hosting Services further support continuity requirements, delivering an always-on infrastructure and recovery capabilities helping you to restore the networking and application infrastructure quickly if something unexpected does happen. AT&T’s global Internet Data Centers (IDCs) are optimized to provide an industry-leading web, data, and e-business applications hosting environment.

Continued >
Each Internet Data Center is protected from intrusion and failure by multi-layered security, failsafe redundancy, diversity measures, and rapid response recovery measures. AT&T Enterprise Hosting Services offer a continuum of hosting and management capabilities that provide customers with a global, scalable, reliable and flexible infrastructure - whether AT&T is providing a fully managed hosting solution or you are managing your applications hosted in AT&T’s Internet Data Centers.

**Description:**
AT&T Enterprise Hosting Services are designed to support your business applications with high performing facilities, comprehensive capabilities and the industry leading portal. AT&T supports a range of monitoring and management options.

**Additional Info:** [AT&T Web Link – Managed Hosting](#)
Managed Voice Service Portfolio

AT&T’s VoIP Services help your business evolve to the next generation of converged communication services. Enhancing employee productivity, reducing operational expenses and gaining the efficiencies of a unified network help you attain the leading edge over your competition.
Managed Contact Center Solutions (Unified Contact Center Enterprise, ICM Enterprise, CTI, CVP, IP-IVR, Unified Contact Center Express, etc.)

Enterprise Routing Services (ERS) includes Integrated Contact Services (ICS) which combine the cutting-edge performance of IP based Cisco products with AT&T’s unmatched services expertise to deliver complete integration of all customer contacts. Intelligent call routing, multi-channel automatic call distribution, network-to-desktop Computer Telephony Integration, interactive voice response, call queuing, multimedia contact management and consolidated reporting.

AT&T Contact Center Solutions include a suite of offers that use advanced network technology to help you improve your contact center performance. Whatever the medium - voice, data, Web - AT&T Contact Center Solutions deliver a broad range of integrated capabilities that enable agents to interact with customers and suppliers across multiple channels.

Additional Info: AT&T Web Link – Contact Center
Integrated Network Connection Service (INCS)

AT&T manages complexities of multi-service networking. T1 ATM UNI to access AT&T High speed Packet Service (MGX). Dynamically allocates bandwidth between voice and data streams.

AT&T's Integrated Network Connection Service (INCS) is an integrated voice and data solution that provides dynamically allocated bandwidth between voice and data. By integrating voice, data and IP services on one access circuit your applications effectively use the full circuit capacity at every moment, allowing more traffic to be carried on fewer high-speed access lines. The result is more traffic capacity at lower costs than standard T1 lines. INCS delivers cost savings through integration of, and dynamic bandwidth allocation between data, Internet and voice services. Simplifying your operations allows you to keep pace with evolving innovations, staffing shortages and servicing priorities and provides necessary bandwidth for future business needs. Total cost of ownership can be reduced with a complete solution for your business needs.

**Description:**
INCS converges data, Internet and voice services onto one access circuit.

**Additional Info:** AT&T Web Link - INCS
Managed IP Telephony and LAN Service (IPTL)

The Managed IPT offer provides an integrated end-to-end solution for voice services management. AT&T IP Telephony and LAN Service is a set of managed offers, consisting of AT&T LAN Service, IP Telephony Service and Wireless LAN Service. AT&T LAN Service is the foundation service. Customers may also obtain one or both optional services, IP Telephony and Wireless LAN, which build upon the AT&T LAN Service. The service is available globally.

AT&T IP Telephony Service provides your business with a complete telephony solution that gives your employees consistent service no matter where they are. Offering a wide array of solutions, from premises-based IP PBXs to centralized network-based IP Telephony platforms, AT&T can help you evolve to the next generation of converged, IP-based communications through in-depth infrastructure assessments as well as the design, deployment and on-going management of your communications environment.

AT&T’s VoIP Services help your business evolve to the next generation of converged communication services. Enhancing employee productivity, reducing operational expenses and gaining the efficiencies of a unified network help you attain the leading edge over your competition. AT&T’s VoIP services are delivered with the quality of service, reliability and security required for your mission critical business communications. Powering these services is AT&T’s world-class global, IP-MPLS network, which is standards-based and designed to support open protocols such as Session Initiated Protocol (SIP) which provides the interoperability and scalability that your business needs for next-generation communication applications.

Continued >
AT&T offers a broad portfolio of VoIP solutions designed to help you achieve your business objectives at the pace your business requires...

**Corporate Networks:** VoIP with AT&T’s VPN services helps you maximize your networking investment by providing you with high quality voice communications that can seamlessly connect your entire enterprise.

**Branch Offices:** AT&T IP Telephony services give you the flexibility to deploy advanced features throughout the entire enterprise. Whether your employees are located at headquarters or a remote office, they can all benefit from the productivity enhancements of IP Telephony.

**Remote Workers:** Whether you have full-time, part-time or occasional remote workers, AT&T will be providing services that support their needs with cost effective, feature rich options that allow them to be “always at their desk”.

**Call Centers:** As your call centers evolve to be IP-enabled, AT&T will evolve with you and provide critical VoIP services to help you gain new efficiencies and capabilities as you serve your customers.

**Additional Info:** [AT&T Web Link – IP Telephony](#)
AT&T - Cisco Managed Services Portfolio

Managed IP Telephony Advantage (IPTA)

Portfolio of managed services for voice over IP (VoIP) solutions that provides a single source for managing customer’s IP telephony network 24 hours a day and 365 days a year • 24-hour proactive monitoring • Advanced fault management • Single point of contact for support • Enhanced Service Level Agreements • Web-based performance reports • Monthly system performance reviews.

Additional Info: AT&T Web Link – IP Telephony
AT&T - Cisco Managed Services Portfolio

VoX Transport

- VoMRS
- VoMIS
- VoEVPN
- VoPNT