

# AT&T eBonding

An easier way to send orders and trouble tickets electronically

## You can check your inventory, too!

AT&T eBonding is an evolving capability offered to AT&T's large business customers to simplify high-volume customer-service transactions. For some time now, AT&T's business customers have had the option of placing service orders (other than the initial order for service) and trouble reports online via the web. However, for certain customers with very large numbers of transactions – whether they are orders or trouble reports – entering each transaction into a web browser can become cumbersome. That's why AT&T eBonding was developed – to give AT&T customers like you an electronic bonding solution that leverages your own business processes and minimizes data entry.

AT&T eBonding consists of a software interface that enables your internal system to generate transactions that are entered directly into AT&T's proprietary system. This eliminates the need to re-key data from your in-house system – data that is already in digital form – into an AT&T system in what is commonly called the "swivel chair approach."

## Real-world examples

AT&T eBonding can be used for several types of network-related transactions. While results can vary for different customers, significant productivity increases and cost savings can occur in situations where eBonding is highly appropriate. Let's look at two real-world examples involving large AT&T networks.

### Placing orders

One AT&T customer in the insurance industry wished to migrate 17,000 sites from AT&T Private Line Service to AT&T VPN Service. The customer wanted to keep all its existing circuit IDs and to complete the migration in one year.

They chose AT&T eBonding as the solution for their ordering and status needs. AT&T's electronic bonding capability allowed the customer to exceed by six orders a day the original goal of 88 orders a day, as they aggressively targeted to complete the project two weeks ahead of schedule. In addition, the customer used AT&T eBonding to process as many as 6,500 order status transactions daily in order to ensure the successful and timely turn-up of service.

### Creating trouble tickets

AT&T and a global service provider of IT outsourcing consulting and systems integration services have taken collaboration a step further. Using AT&T eBonding, the two companies have integrated their event ticketing systems so tightly that the global service provider's support staff sees events reported right when they are input by AT&T technical staff. This tight bonding eliminates duplicate data entry while automating updates – resulting in reduced cycle times by identifying problems accurately and resolving them quickly. This level of support provides an edge to the global service provider's 200,000 professionals, deployed in over 160 countries, so they can deliver seamless customer-pleasing service in their own markets.

### Capitalize on the benefits of AT&T eBonding

If you have large numbers of ordering or trouble-reporting transactions, AT&T eBonding can help you:

### Profit from increased efficiencies

One customer that implemented AT&T eBonding for trouble reporting (along with some in-house efforts that work in conjunction

## BENEFITS

- Leverage your own business processes and systems to place orders, report trouble, check status, and view inventory
- Minimize manual data entry
- Automate ordering
- Speed ordering so provisioning can begin sooner
- Improve the accuracy of orders
- Automate the trouble reporting process
- Speed trouble reporting and service restoration
- Improve the accuracy of your trouble reports

## FEATURES

- Issue orders and trouble tickets electronically
- Receive quick confirmation of your transactions via automatic e-mail
- Check your inventory on demand
- Obtain status conveniently, on demand, via the same system-to-system interface
- Or obtain status on your orders or trouble tickets through the AT&T BusinessDirect® website



with electronic bonding), DOUBLED its network-management staff's productivity by issuing 90% of its tickets electronically without human intervention.

That customer also was able to resolve network issues BEFORE they impacted its customers 95% of the time, compared to five percent of the time prior to electronic bonding. Another customer using AT&T eBonding for ordering reduced its provisioning staff by 25%. Clearly, these results are nothing short of astounding.

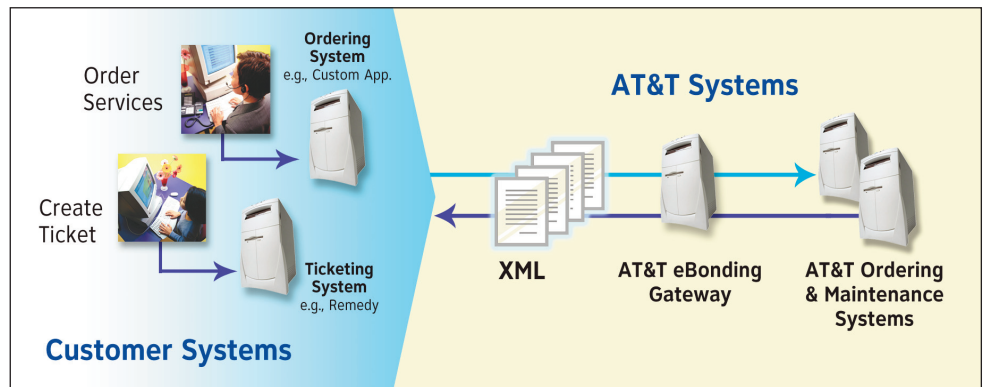
#### Save time

You'll save time by eliminating the swivel chair approach that requires re-keying large amounts of data that is already in digital form. One customer reported saving 30 minutes on average per trouble ticket!

#### Enjoy faster transactions

When you use AT&T eBonding, your transactions will flow directly to AT&T's backend system for processing, which eliminates manual handoffs. Thus, the trouble-resolution process or the order-fulfillment process can begin right away –

## AT&T eBonding



The customer's systems and AT&T's systems carry out transactions without human intervention.

and be completed sooner! One customer found that orders were filled DAYS faster this way.

#### Experience greater accuracy

The fact that you will be generating information from your own in-house system helps eliminate errors. In addition, automated internal system checks identify common errors for faster and more accurate transactions.

Rely on industry-standard security practices AT&T helps to ensure that your transactions will be secure by employing industry-standard security practices that include data encryption, digital certificates or signatures, and password-protected user IDs.

#### Call your AT&T Representative

AT&T eBonding is available for most AT&T data, voice, and IP services. Ask your AT&T Representative for details.

**For more information contact your AT&T Representative or visit us at [www.corp.att.com/ebcc/bonding/ebonding.html](http://www.corp.att.com/ebcc/bonding/ebonding.html)**

Your initial order for service cannot be placed through AT&T eBonding. To place an initial order for service, please contact your AT&T Representative.

AT&T eBonding is available to customers who subscribe to the applicable AT&T services, which are offered pursuant to the terms, conditions, and charges as set forth in AT&T's tariffs and contracts, as applicable.

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