AT&T NetBond® for Sungard Availability Services®

Service Activation Overview

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AT&T NetBond allows AT&T customers to extend their MPLS virtual private network to cloud services such as Sungard AS. With NetBond enabled, the Sungard AS networks will appear as another site on the VPN. Customers can then reach their Sungard AS services with better scalability, improved security, and greater availability.

Using the AT&T Cloud Solutions portal, the NetBond service can be quickly provisioned. The next few slides provide an overview to plan and enable the service.

Customer should establish service with Sungard AS prior to enablement of AT&T NetBond. AT&T will provide customer credentials for access to the AT&T Cloud Solutions portal after completion by Customer of the AT&T NetBond contracting requirements.

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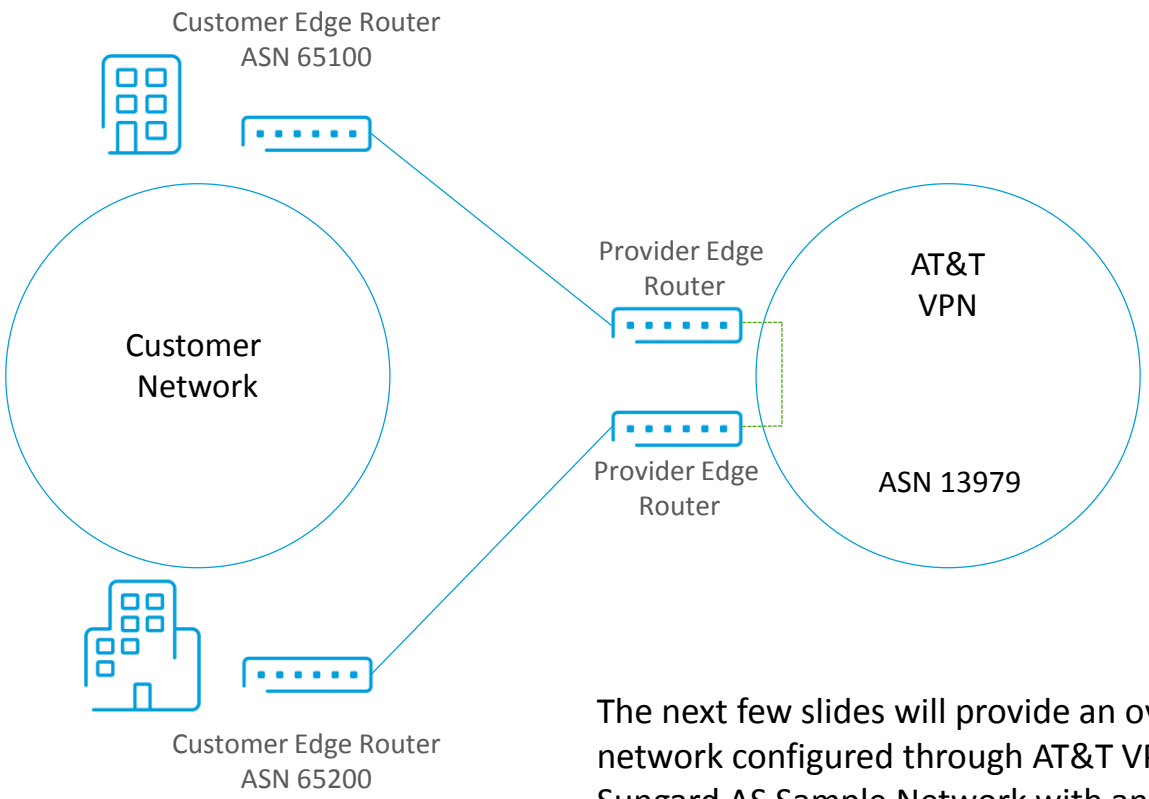
Example Scenario – Customer with existing AT&T VPN & Sungard AS Service



The next few slides will provide an overview of a typical service activation. In this example, our customer has their network configured through AT&T VPN using BGP Autonomous Systems 65100 and 65200. They have an existing Sungard AS Sample Network with an IP address range of 10.20.20.0/24.

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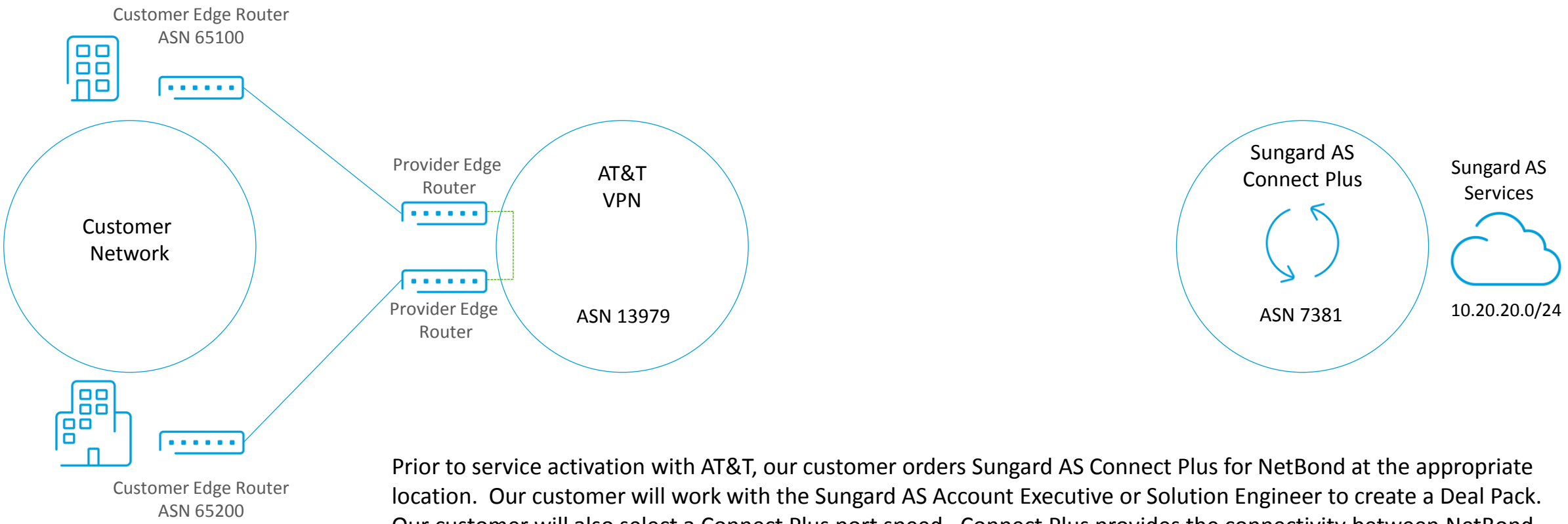
Order Sungard AS Connect Plus from AT&T or Sungard AS



Prior to service activation with AT&T, our customer orders Sungard AS Connect Plus for NetBond at the appropriate location. Our customer will work with the Sungard AS Account Executive or Solution Engineer to create a Deal Pack. Our customer will also select a Connect Plus port speed. Connect Plus provides the connectivity between NetBond and Sungard AS.

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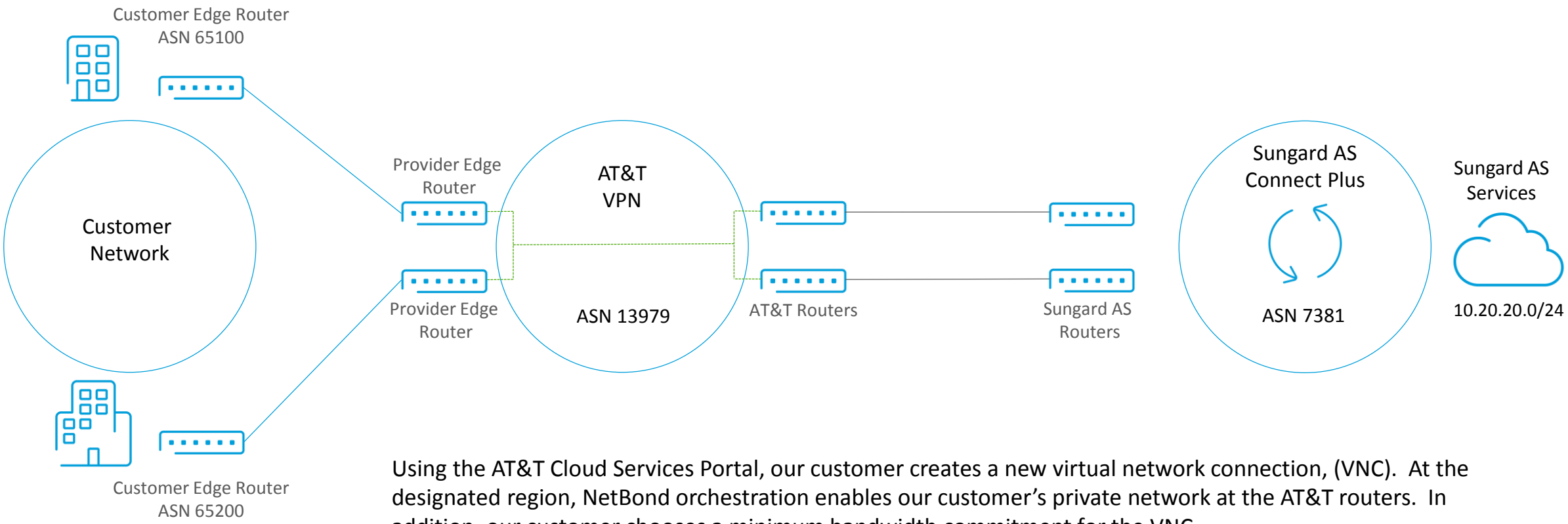
Step 1 – Create VNC



Using the AT&T Cloud Services Portal, our customer creates a new virtual network connection, (VNC). At the designated region, NetBond orchestration enables our customer's private network at the AT&T routers. In addition, our customer chooses a minimum bandwidth commitment for the VNC.

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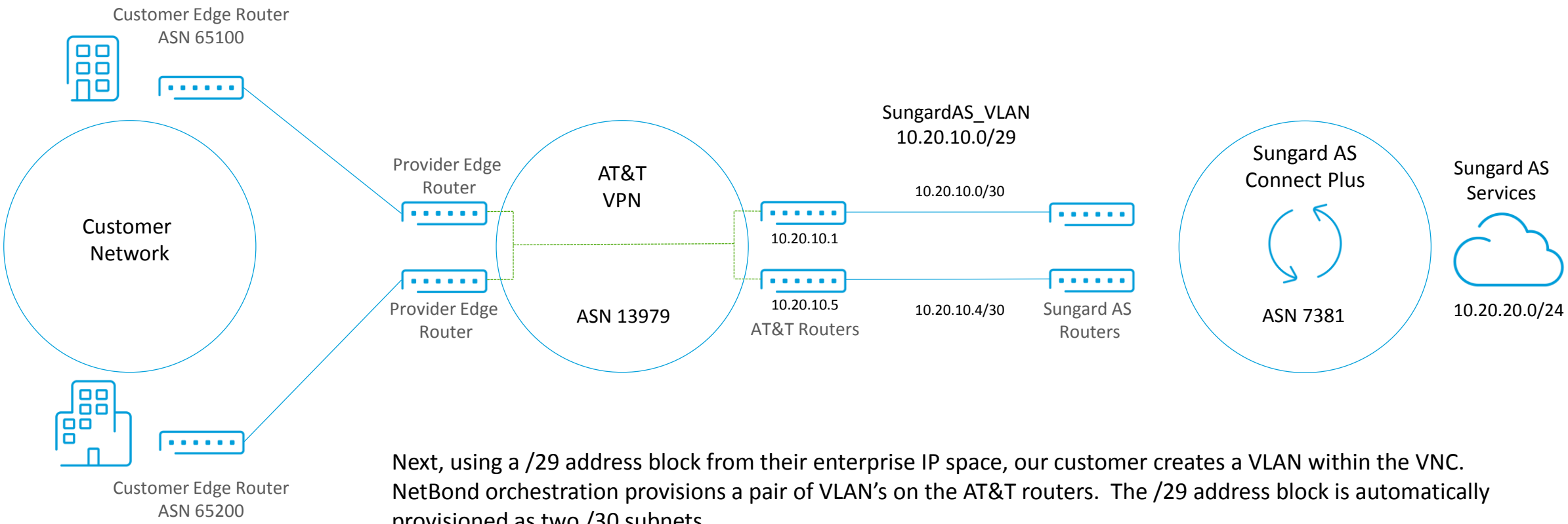
Step 2 – Create VLAN



Next, using a /29 address block from their enterprise IP space, our customer creates a VLAN within the VNC. NetBond orchestration provisions a pair of VLAN's on the AT&T routers. The /29 address block is automatically provisioned as two /30 subnets.

A service key from the VLAN activation will be provided in the portal.

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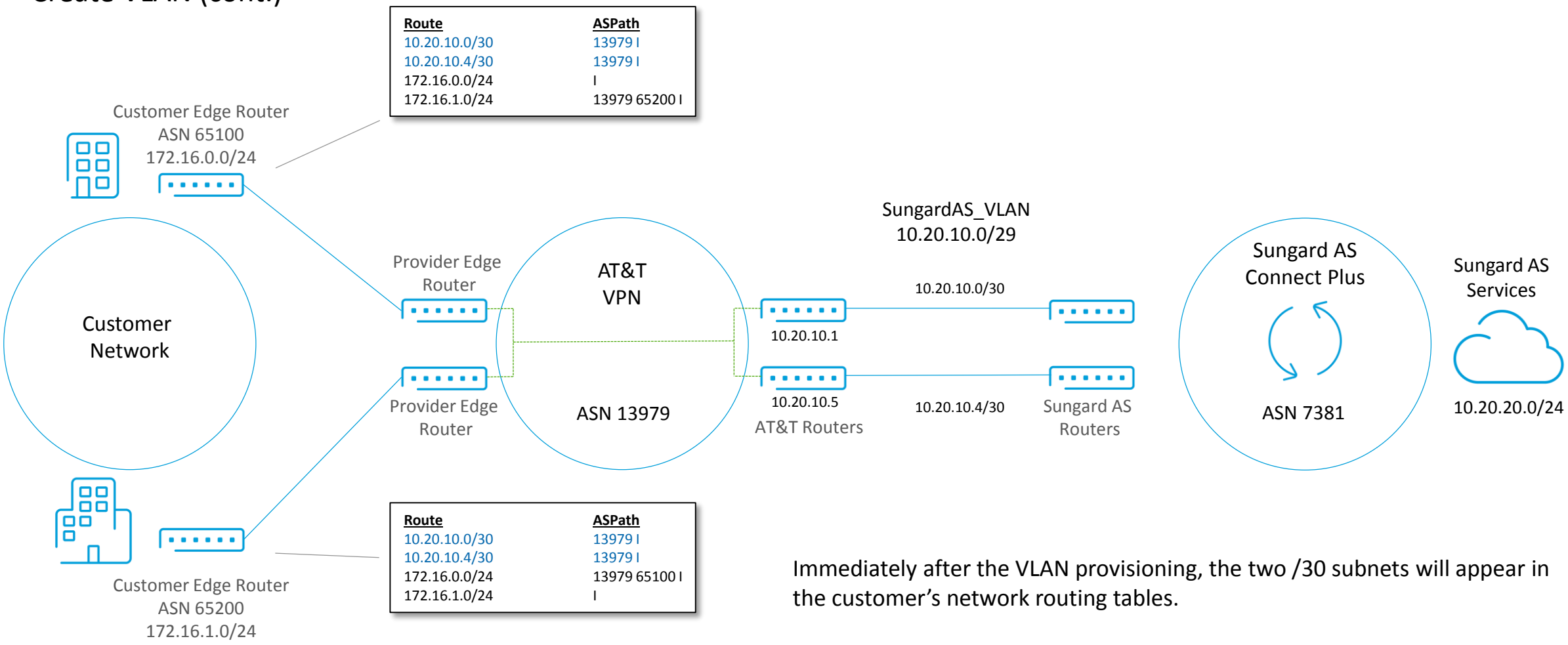
Create VLAN (cont.)



Immediately after the VLAN provisioning, the two /30 subnets will appear in the customer's network routing tables.

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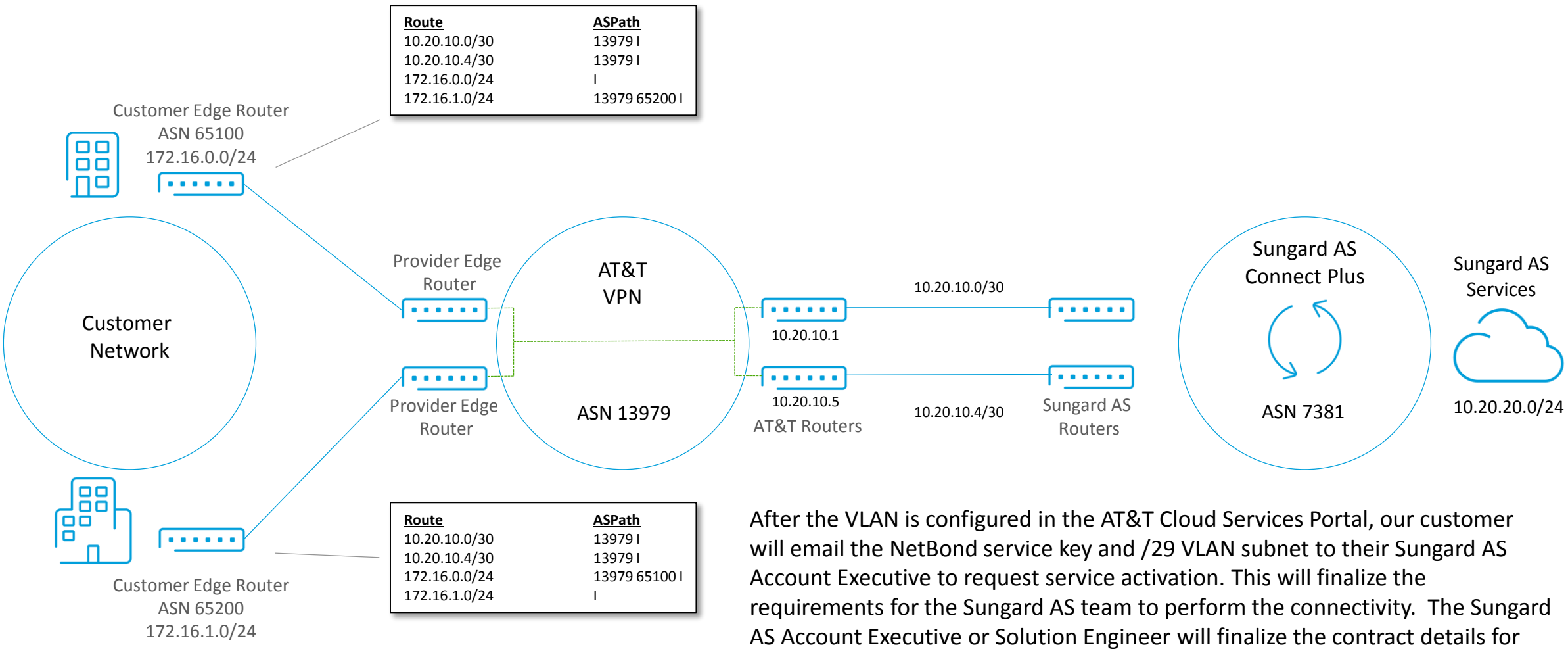
Request Sungard AS Connectivity



After the VLAN is configured in the AT&T Cloud Services Portal, our customer will email the NetBond service key and /29 VLAN subnet to their Sungard AS Account Executive to request service activation. This will finalize the requirements for the Sungard AS team to perform the connectivity. The Sungard AS Account Executive or Solution Engineer will finalize the contract details for the implementation team to begin the connection process.

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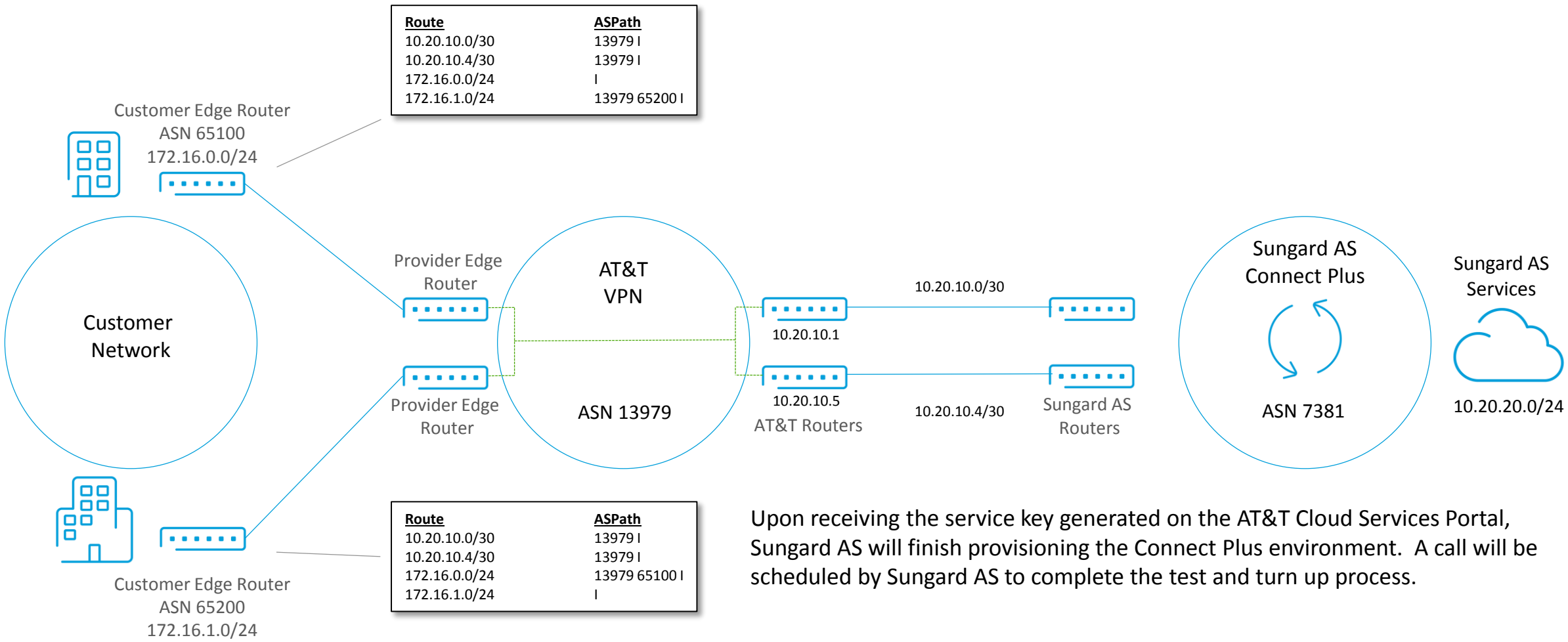
Sungard AS Test and Turn Up



Upon receiving the service key generated on the AT&T Cloud Services Portal, Sungard AS will finish provisioning the Connect Plus environment. A call will be scheduled by Sungard AS to complete the test and turn up process.

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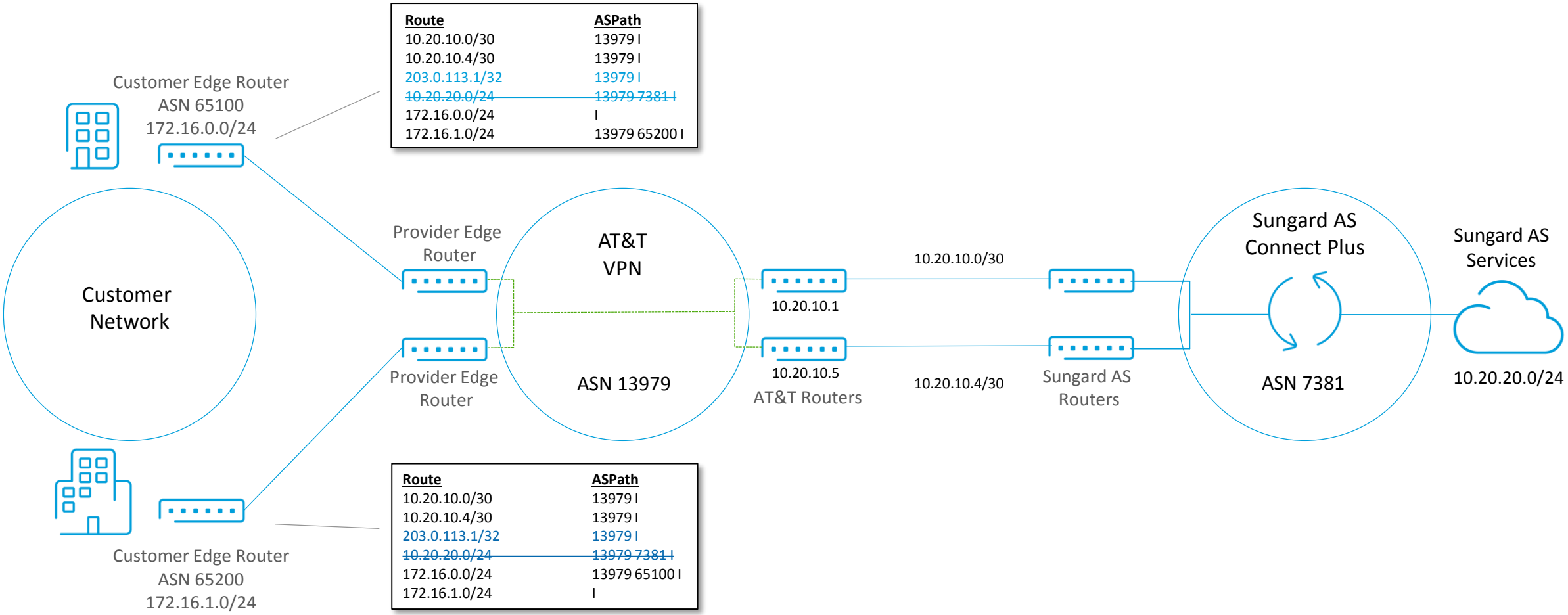
Placeholder Route



A NetBond VLAN can also be modified to inject a temporary, “placeholder” route in place of the Sungard AS routes. This allows customers to test route propagation or temporarily block Sungard AS routes until a future change window. In this example, our customer has entered an RFC5737 IP address, “203.0.113.1/32” in the AT&T Cloud Portal to prevent the Sungard AS routes from being advertised into the VPN.

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Summary Steps

1. Obtain Sungard AS Cloud Services from either Sungard AS or AT&T Enterprise Recovery Services (ERS).
2. Work with the AT&T account team to sign up for NetBond services. Welcome letter will provide credentials to AT&T Cloud Services Portal, (www.synaptic.att.com).
3. Order AS Connect Plus.
4. Create NetBond Virtual Network Connection (Required: Name of AT&T VPN, region, free-form name for Virtual Network Connection, and bandwidth commitment).
5. Create NetBond VLAN (Required: /29 address space and free-form name). This will return a Partner Service Key.
6. Email the /29 VLAN subnet and the service-key returned by the AT&T Cloud Services Portal to your Sungard AS Account Executive.
7. Consult with your Sungard AS Account Executive or Solution Engineer to finalize the contract for AS Connect Plus.
8. Participate in the preparation and Test and Turn up process with Sungard AS on scheduled date and time.

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VNC Itemized Billing

If a customer requires internal cost allocation they will need to establish individual subaccounts during initial VNC creation. This will provide itemized billing on the invoice.

Considerations

- Users that need access to all subaccounts should be configured as Enterprise Managers.
- Usage Notification Alerts are per subaccount.
- Portal Reporting is per subaccount.
- NetBond features that are in controlled introduction would require an AT&T Cloud Portal trouble ticket. You will need to create the subaccount first so that AT&T can complete the service ticket request.
- Once a VLAN connection is created under one subaccount, it cannot be migrated to another subaccount. It must be rebuilt in the new subaccount which will result in downtime.

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What's Next?

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What's Next After Activation? Confirming Connectivity

1. After successfully creating your Virtual Network Connection (VNC) and VLAN, we want to confirm basic network connectivity to Sungard AS.
2. To confirm traffic is routing over NetBond, please do a traceroute to a Sungard AS destination to verify it is reaching your NetBond VLAN IP address.
3. To confirm connectivity with Sungard AS, we ask that you perform a simple test such as ping or RDP into a Sungard AS device.
4. After basic connectivity is confirmed, we ask that you take the next five business days to test your applications over NetBond. Our Client Technical Lead, (CTL) is available to assist during this time if you have any questions or concerns, and they can be reached at DL-NetBondTeam@att.com.
5. After five business days, our cloud support team is available 24x7 to provide technical support and answer any questions. In addition, if you run into an emergency over these next five days, please open a ticket in the Cloud Portal to engage our cloud support team.

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