

# Lumen® Solutions for Microsoft Teams

A single, managed UC&C solution for your collaboration needs

Keeping your business connected is more vital than ever before. Lumen Solutions for Microsoft Teams helps you collaborate anytime, virtually anywhere with cloud-based video, calling and messaging delivered and secured over our powerful, IP-centric global network. Lumen UC&C experts offer end-to-end migration and management of Teams—streamlining your solution with single vendor consolidation and enhanced reporting and analytics. Our migration expertise combined with 24/7 support can help you free up IT resources, lower costs and boost productivity.

## Dedicated support

Leverage our trusted industry experience supporting enterprise UC&C solutions along with our expansive global network, 24/7 operations and dedicated support teams.

## Low total cost of ownership

Maximize your return on investment and avoid large capital investments, ongoing maintenance and high IT expenses for staffing and training.

## Flexible options

Support changing business demands with cloud services and user-based pricing. Lumen proactively keeps your solutions technology current and manages the entire process for you.



“Companies who consolidate UC&C apps with Lumen see an average 39% increase in user utilization to help deliver ROI.”

– Nemertes<sup>1</sup>

## Common use cases

- Conserving operational costs by managing a single vendor rather than multiple service providers
- Leveraging new applications and capabilities with an agile environment and avoiding technology refresh cycles

1. Nemertes Research, Employee, Customer Experience Transformations Deliver Measurable Value, April 2020.

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## Features and specs

### Microsoft Teams virtual collaboration capabilities

- Real-time video conferencing
- Screen sharing with colleagues in your online meetings
- Virtual settings customized by choosing, uploading, or blurring backgrounds
- File sharing, real-time collaboration and secure file storage and access from virtually anywhere
- App and workflow integration for streamlining critical business processes

### Privacy and security

- Meet regulatory, legal, and organizational needs with comprehensive compliance offerings

### End-to-end enhancements from Lumen

- Professional Services including project management
- Global Direct Routing SBCs to connect Microsoft Teams to the PSTN
- Phone system management
- Application integrations including contact center, call recording, cloud-video interop, etc.
- Unify2 PowerSuite with enhanced reporting and analytics plus telephone number management
- 24/7 customer support

## Why Lumen?

Businesses today need a simple, cost-effective UC&C solution that's easy to manage. Lumen Solutions for Microsoft Teams combines Teams cloud-based services with our UC&C expertise through a single relationship. We migrate, configure and maintain your virtual and existing telephony while offering enhanced reporting and analytics supporting you every step of the way.

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