

Resilience, on-demand

How Atos adapts its network in near real time with Lumen Network-as-a-Service

Atos

<https://atos.net/en/>

Enterprises count on Atos to keep their most important systems running without interruption. With Lumen Network-as-a-Service, the company scales bandwidth on-demand, strengthens resilience across its data centers, and onboards new customers faster than ever.



Atos

Challenges

- Fixed, point-to-point fiber created single points of failure across the network
- Regulated, always-available workloads left no room for downtime
- Outages meant waiting on carrier repair crews, with recovery outside Atos's control
- New-customer circuits took 60 to 120 days to provision

Solutions

- Lumen® Network-as-a-Service (NaaS) for on-demand, software-defined connectivity with Lumen® Ethernet Fabric Connect and Lumen® Intelligent Internet for flexible failover and capacity
- Lumen® Wavelength Solutions for high-capacity, protected data center interconnection
- Hyperscaler-adjacent connectivity linking private cloud to public cloud in milliseconds

Results

- Service restored in 15 minutes during a full data center isolation
- Zero customer impact during a major outage
- New-customer provisioning cut from months to about a week
- Optimized capacity replaces year-round peak capacity overprovisioning.

15 minutes

to restore service and bypass a fiber outage

Zero

customer impact during a full data center isolation

1 week

to provision new-customer circuits, down from 60-120 days

LUMEN®

Challenge

When a fixed network meets an unpredictable world

Atos runs data centers that enterprises depend on around the clock – hosting mainframe-as-a-service and other regulated workloads under service-level agreements with hard windows to respond and resolve. For years, those data centers were connected by fixed, point-to-point fiber, which left a single point of failure somewhere in every path.

That vulnerability came into focus during a stretch of severe weather that took down two carrier facilities at once – one underwater, another nearly 200 miles away with no power. As crews rebuilt, the fiber kept getting cut, and recovery depended entirely on the carrier's repair timeline. "Once you lose control of your environment and you're dependent on somebody else, that leads into risk," said Charlie Bennett, head of Network and Communications and Production IT for Atos North America.

Solution

A network Atos controls, not one it waits on

Atos rebuilt its approach to connectivity around Lumen Network-as-a-Service – software-defined, on-demand circuits that bypass fixed fiber entirely and tap into Lumen's own network through an existing point of presence. Instead of waiting on a repair crew, Atos can stand up high-capacity connectivity in minutes and reroute around a failure while the physical fiber is still down.

"The beauty of NaaS is that it gives us the ability to be dynamic and flexible and to respond to our customers in real time," Bennett said. Data center interconnects run at 40 Gbps today, scaling toward 100, and Atos can raise or lower port speed through a portal – aligning capacity to business demand. Layered on top, Lumen Wavelength Solutions provide protected, high-capacity links between Atos's core data centers.

Solution Set

Lumen® Network-as-a-Service (NaaS)
Lumen® Ethernet Fabric Connect
Lumen® Intelligent Internet
Lumen® Wavelength Solutions

"The network we built with Lumen lets us keep every commitment we make to our customers. The beauty of NaaS is that it gives us the ability to be dynamic and flexible and to respond to our customers in real time."

– **Charlie Bennett**

Network and Communications and Production IT, Atos North America

Results and Future Plans

Proof under pressure, and a platform for what's next

Lumen NaaS has already proven itself under pressure. When hurricane-driven fiber cuts isolated Atos's data center in Blythewood, South Carolina, the team rerouted around the failure in 15 minutes, keeping the protected ring intact, coming in well under its SLA and avoiding customer impact. "They were extremely pleased that we were able to bypass the outage," Bennett said.

The same agility now helps Atos win business faster, reducing new-customer provisioning from months to about a week. Looking ahead, the company is moving toward an agentic AI operating model and has built colocation facilities adjacent to major hyperscalers, using Lumen connectivity to link private and public cloud environments in milliseconds. After more than 20 years together, Bennett's summary of the partnership is simple: "Trust. Partnership. Technology."