

# Building Agility, Delivering Value

How North Highland modernized connectivity to power global consulting

## North Highland

<https://www.northhighland.com>

- Global, employee-owned management consulting firm founded in 1992
- 2,000 professionals worldwide, 50+ offices, headquartered in Atlanta, GA
- Specializes in change and transformation services with a people-first approach



### Challenges

- Legacy circuits lacked flexibility and increased operational complexity
- Rising cost pressures and need for scalable bandwidth to support cloud adoption
- Required an agile solution to enable consultants and maintain exceptional client experience

### Solutions

- [Lumen® Network-as-a-Service](#) to scale bandwidth on demand
- [Lumen® Cloud Connect](#) for secure, direct cloud access
- Single pane of glass for simplified connectivity management

### Results

- Consolidated legacy DIA circuits, saving approximately \$2,000 per month
- Enabled on-demand bandwidth scaling for company-wide events and remote collaboration
- Simplified management with a single pane of glass for connectivity
- Positioned for future growth with agile, cloud-ready infrastructure

**NORTH HIGHLAND**

**\$2,000**

monthly cost savings through circuit consolidation

**Bandwidth on demand**

for global events

**One dashboard**

for all connectivity needs

**LUMEN®**

## Challenge

### Global scale, rising complexity

North Highland isn't just a consulting firm—it's a trusted partner in making change happen. With 2,000 professionals across 50+ offices worldwide, their IT team faced mounting pressure to deliver secure, reliable connectivity for consultants working everywhere—from offices and client sites to remote locations.

Legacy circuits and rigid connectivity models created inefficiencies and cost challenges. "We needed a solution that could scale with our business and keep our teams productive anywhere," said Jason LePage, Director of Infrastructure.

As cloud adoption accelerated and client demands evolved, North Highland reached a pivotal moment: move beyond outdated systems and embrace an agile, future-ready approach to networking.

## Solution

### Network-as-a-Service for consulting agility

To enable flexibility and operational efficiency, North Highland partnered with Lumen to deploy Network-as-a-Service (NaaS) and Cloud Connect. These solutions delivered on-demand bandwidth scaling, simplified management through a single pane of glass, and cost optimization with hourly billing.

"The biggest win for us is flexibility," said Gamal Joseph, Network and Telecom Administrator. "If we have a company-wide meeting or an event that requires extra bandwidth, we can increase capacity instantly. That's a game-changer."

By consolidating legacy DIA circuits and leveraging Cloud Connect, North Highland reduced monthly costs by approximately \$2,000 while improving reliability and positioning for future growth.

### Solution Set

- [Lumen® Network-as-a-Service](#)
- [Lumen® Cloud Connect](#)

"This partnership gives us the agility to adapt in real time and the confidence to deliver exceptional client experiences."

— **Jason LePage**

Director of Infrastructure, North Highland

## Results and Future Plans

### Built for agility, ready for the future

With Lumen, North Highland now operates on a flexible, cloud-ready foundation that empowers consultants and supports global growth. The ability to scale bandwidth on demand and manage connectivity through a single pane of glass has transformed IT operations—reducing complexity and improving responsiveness.

As AI and cloud initiatives accelerate, North Highland is confident in its ability to adapt quickly and deliver exceptional client experiences. With Lumen as a trusted partner, the firm is ready for what's next: driving transformation at scale in the digital economy.