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



NORTH HIGHLAND

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

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As cloud adoption accelerated and client demands evolved, North Highland reached a pivotal moment: move beyond outdated systems and embrace an agile, future-ready approach to networking.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

Services not available everywhere. Business customers only. Lumen may change, cancel or substitute products and services, or vary them by service area at its sole discretion without notice. ©2025 Lumen Technologies. All Rights Reserved.