

Calgon Carbon

A global environmental solutions leader enhances network reliability, security and collaboration for a healthier, cleaner world

Calgon Carbon

www.calgoncarbon.com

- Leading provider of activated carbon solutions
- Based in Pittsburgh, PA
- Operations in over 25 locations worldwide
- Mission: Protect human health and the environment from harmful contaminants



Challenges

- Network outages halted global operations
- Inconsistent outage remediation support
- Very little network visibility and control

Solutions

- Lumen Global WAN for improved connectivity and uptime
- Lumen® SD-WAN with Versa Networks for enhanced network bandwidth and security
- Ongoing infrastructure upgrades for more control and security

Results

- Fast and secure connections deliver significant uptime improvement
- Seamless connection of global sites improved collaboration and communication
- Simplified administration with a single pane of glass for WAN infrastructure management



“ I’d recommend Lumen to any organization requiring IT infrastructure solutions from a partner that values a close relationship and quality service.”

— Tim Drook
Executive Director of Information
Technology, Calgon Carbon

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LUMEN®

Challenge

Creating a reliable and secure global network

Calgon Carbon works with governments, utilities and big-name manufacturers to develop products that remove contaminants from water and the air.

Their IT team supports users across 25 global locations, including customer-facing teams and back-office functions. They needed a reliable, fast and secure network to do their jobs effectively, collaborate internally and support a diverse customer base.

But legacy infrastructure through a previous provider caused a lot of frustration. “Before we started working with Lumen, we faced issues with network dependability and a high number of outages at our various global locations,” explains Executive Director of Information Technology Tim Drook. “We also struggled to get timely support in resolving issues.”

Calgon Carbon also grappled with escalating security risks. To stay ahead of cyber threats, they needed greater visibility and control over their network traffic.

Solution

Boosting connectivity, communication and security

Following an acquisition, Calgon Carbon selected Lumen to provide network services at eight new European sites. “Lumen quickly demonstrated they were a partner we could depend upon,” says Drook. “Network outages in our day-to-day operations were much more stable and Lumen’s customer support was excellent.”

Seeing the improvements, Calgon Carbon expanded the partnership, migrating their entire global WAN network to Lumen. Lumen held regular meetings with the team to get ahead of any concerns and ensure a stress-free migration.

“Lumen, as our single global carrier, has greatly simplified our administration. This translates into more reliable business support for our teams and customers,” Drook explains.

Lumen is now upgrading the company’s MPLS-based network to a more resilient SD-WAN infrastructure. Selecting [Lumen® SD-WAN with Versa Networks](#) will maximize their bandwidth and better align network service to end-user and application needs.

“This move will greatly improve our overall security posture by integrating security into our network architecture and providing redundancies at our multiple key locations,” Drook says. “Lumen’s support and implementation of additional solutions will greatly enhance our cloud security.”

Lumen Solution Set

- [Lumen® SD-WAN with Versa Networks](#)
- [Lumen® Dedicated Internet Access \(DIA\)](#)
- [Lumen® IP-VPN \(Multi-Service Port\)](#)

Results and Future Plans

Seamless collaboration and a robust foundation for growth

Partnering with Lumen solved Calgon Carbon’s connectivity challenges and provided more possibilities. “With a stable network operating at optimal speeds, Lumen enables our business to work, communicate and collaborate closely with our customers from locations throughout the world,” Drook declares.

And, he says, the relationship is just as important as their products. “Lumen is one of our most valued IT partners. They are not only attentive with their day-to-day support, but as a valuable strategic partner that helps us adopt new technologies to better our business.”

Drook continues: “Partnering with Lumen was definitely the right decision for our team. I’d recommend Lumen to any global organization requiring IT infrastructure solutions from a provider that values a close relationship and quality customer service.”

With Lumen, Calgon Carbon has the robust and secure IT backbone to advance its mission for a cleaner and better world.

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