

Lumen Advanced Managed Services

Flexible professional services for agile environments

Lumen Advanced Managed Services offers flexibility and control with the ability to tailor individual subscription needs with term options that match your immediate, ongoing, and evolving requirements. It applies a cloud-inspired method of overlaying agile professional services on top of hybrid IT workloads. Our senior-level team of experts is equipped with platform automation tools and employs best-practices to optimise architecture and elevate operational governance.

Access to multiple disciplines

Ramp resources up and down across engineering, architecture, program and project management when needed, applying technical, functional and orchestration skills to a single project or continuous system management.

Rooted in flexibility

Customise your experience by bursting hours for projects, applying experts to strategic initiatives, and utilizing an expanding set of packaged deliverables to provide impactful business outcomes.

Leverage knowledge from many

Benefit from the collective knowledge and experience of Lumen services specialists who collaborate to deliver a broad spectrum of capabilities.



“ Cloud-inspired methodology for overlaying agile professional services on top of hybrid IT workloads to drive operational efficiency and transformational value.

Common use cases

- Speeding deployments without downtime by optimising infrastructure and applications.
- Enhancing business insights with unified technical resources aligned to digital strategy.
- Optimising experiences with streamlined operations, cost savings, and minimal interruptions.

Features

Management methodology

- Align cloud activities to client goals for efficient technology operations.
- Design and implement standardised, consistent, and repeatable deployments that advance the technology to meet business goals and desired application experiences for end users.
- Heightened governance for offloading operation complexity, full visibility in the application lifecycle management, and forward steps toward process improvements.
- Protect workloads and environments proactively with end-to-end security management.
- Optimise spend and processes for maximum savings and operational efficiency.

Efficient systems and processes

- Globally consistent, ITIL-based, IT Service Management practices for operational assurance and business alignment.
- 24/7 advanced service desk providing a higher level of knowledge to first-line support activities and problem resolution on an immediate basis.
- Easy, white glove solution to burst resources
- Choose your experience, from light touch spot-checks to thorough and deep support.

Broad application and service support

May be used in conjunction with any Lumen enterprise product and service. May not be used in conjunction with consumer services.

Sophisticated cloud optimisation and analytics

Eliminate cost unknowns and minimise risk with advanced methods to evaluate all cost optimisation opportunities across qualified optimisable services enabling a lower bill with a consistent, easy-to-understand adjustment to your bill with Lumen.

Experts at the ready

Our senior level experts can step in and around your existing team helping you get the most from your staff, maintain operations, and delivery your projects on time.

- **AMS Program Manager (AMS PM)** - Lifecycle, governance, reporting and program management including tailored dashboard reporting and resource coordination.
- **Technical Account Manager (TAM)** - Operational governance and guidance including code patch oversight, 24/7 escalation contact, and resource utilisation reporting.
- **Client Technology Architect (CTA)** - Proactive technology consultation and system design including capacity planning, and designing, building, evolving, and executing deployments.
- **Security Account Manager(SAM)** - Security consultation and governance support including vulnerability assessments, security design and oversight, audit support, and advisory services.
- **Technical Service Engineer (TSE)** - Technical support and configuration from a wide range of disciplines including designing, building, and executing scripts and application integrations, patching, monitoring, troubleshooting, server-level support, and documentation.
- **Flexible Resource (FLEX)** - Access a variety of roles without modifying services terms.

Optional add-on packages

Fixed one time or fixed monthly recurring fees.

Security

- Network Penetration Test - 4 per Year
- Network Penetration Test - 1 Time
- App Penetration Test - 1 Time
- Log Management Advisory
- Content Integrity Advisory
- DDoS Advisory
- DLP Advisory
- Anti-virus Advisory
- IDS/IPS Advisory
- WAF Advisory
- Palo Alto Firewall Advisory
- Single Sign-On Advisory
- Testing
- Failover
- Failback

Managed Optimisation Service

Lumen uses the Cloud Application Manager Cloud Optimisation and Analytics module for cost optimisation of Qualified Optimisable Services on AWS so you are not locked into EC2 sizes or patterns and avoid large-scale commitments.



Why Lumen?

Drive operational performance to new highs with Lumen Advanced Managed Services. Leverage tailored expertise in a flexible, objective-based model across cloud infrastructure, application, security, and network disciplines, and partner to design, build, and govern your hybrid IT environments.