

# What does the future hold for voice?

Lumen<sup>SM</sup> Voice Complete<sup>®</sup> helps you embrace digital transformation and accelerate your journey to UC&C.

## Next-Gen Voice - SIP Trunking

To compete in today's market and keep up with industry trends, businesses need to embrace digital transformation. Today many organizations are transforming their legacy voice infrastructure by migrating to Voice over Internet Protocol (VoIP) and unified communications and collaboration (UC&C) solutions. Nevertheless, businesses need to think of this transition as a journey, not a single event. To stay ahead of the competition, it is important to choose a solution that can co-exist with your existing technology, offer scalability, and provide network security. With Lumen Voice Complete, Session Initiation Protocol (SIP) trunking solution, companies can streamline your network and efficiently manage resources, which builds a foundation for UC&C.

## Looking to migrate your legacy services?

According to IDC, businesses moving to VoIP services cite the ease of management, cost savings, better feature functionality and integrating voice with UC&C/ collaborative apps as the top reasons.<sup>1</sup> Where are you on the path of digital transformation? How confident are you in your migration strategy? Lumen is a committed partner with the largest installed SIP trunking base<sup>2</sup> to enable your UC&C journey. With Lumen Voice Complete you can develop a transition plan that fits your needs while minimizing your overall cost of ownership.

## Remote work is here to stay. We are here to help.

By 2028, studies show that 73 percent of all departments will have remote workers.<sup>3</sup> Is your business ready? Lumen Voice Complete is a next-generation global solution designed to help enterprises embrace workforce and market trends, increase efficiency, and lower costs of ownership. Lumen is proud to have been recognized as leaders for VoIP access and SIP trunking services.



**90% of businesses use VoIP; 83% of businesses plan to migrate to VoIP.<sup>1</sup>**



**LUMEN<sup>SM</sup>**

## With Lumen Voice Complete you can:

- Simplify the migration process. Our solution lets you utilize your existing voice assets and technology investments without needing additional equipment.
- Scale operations quickly. As a next-gen solution, our solution allows you to easily add new locations, telephone numbers, and adopt new technologies.
- Increase security. Our network-based security monitored 24/7/365 and business continuity disaster recovery capabilities far exceed legacy TDM services.
- Add incremental bandwidth. Lumen's Concurrent Call Paths (CCPs) maximize business agility as they can be shared across multiple regions and continents.
- Streamline the buying process. With one contract, unified SLAs, and flexible invoicing, our solution helps you drive efficiencies.
- Build future (or enhance existing) UC&C applications. Lumen Voice Complete is vendor-agnostic and enables all major UC application providers.

<sup>1</sup> IDC: Market Analysis Perspective, <sup>2019</sup>; U.S. Enterprise Voice and UC Services, Amy Lind, November <sup>2019</sup>

<sup>2</sup> IHS Markit <sup>2019</sup> SIP Trunking SP Scorecard NA Aug <sup>5</sup> <sup>2019</sup>

<sup>3</sup> Upwork, Press Release: Future Workforce Report, <sup>2019</sup>

## Lumen Voice Complete - the intelligent path to a simple conversation.

Reach out today for a free consultation with the Lumen team.

### Why Lumen

Whether you are using TDM only or have created a hybrid environment of SIP and TDM, Lumen can help you build a comprehensive platform that simplifies communications, minimizes costs, and scales your business. Lumen Voice Complete is simple, secure, efficient, and flexible.

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