Use Case

Enabling seamless stakeholder engagement for governments and educators

Modern communications solutions designed to improve interactions and reduce complexity

Government agencies and higher education institutions face increasing pressure to deliver timely, secure, and accessible communications to diverse audiences. From citizens seeking critical services to students' desire for seamless digital experiences, these organizations must overcome fragmented systems and rising expectations. Lumen's omnichannel communications solutions provide a unified, secure, and scalable approach that empowers agencies and institutions to improve engagement, streamline operations, and enhance service delivery.

Challenges

Governments and educators face numerous challenges as they seek to improve engagement with citizens, students, employees and others:

Legacy IT systems and outdated infrastructure

Reliance on legacy systems with limited scale are difficult to maintain and can limit your agency's ability to support the modern technologies needed to provide digital services.

Complex communication needs

Managing outreach, onboarding, engagement, and service delivery across multiple channels (phone, email, SMS, chat, social media) is cumbersome and inefficient without a unified platform.

High expectations for real-time updates

Citizens, students, and parents expect timely, personalized updates and support via their preferred channels—SMS, email, chat, and social media. Governments and universities must improve outreach and engagement to attract and satisfy citizens and students.

Hybrid work, learning, and remote support

Supporting distributed teams, learners, and service users requires integrated communication platforms that enable seamless collaboration and access from any location.

Security and compliance

Protecting sensitive data (student records, citizen information) while enabling flexible, multi-channel communication is critical to meet regulatory requirements and maintain trust.

Key usage examples

- Hybrid and remote work/learning
- Emergency management
- Cross-department projects
- Integrated workflows between systems
- Secure, compliant communications for data protection and recovery



92%

Of state and local government agencies are committed to constituent-centric services and believe in creating transparency and easy access to information. [1]

90%

Believe that emerging tech adoption will help enhance the constituent experience. [1]

89%

Say it's important to improve digital systems to communicate with constituents. [1]

1. *2024 EY federal, state and local trends report* | Ernst and Young | 2024

LUMEN

Solutions

Lumen offers a robust portfolio of cloud-based, AI-ready communications solutions designed for public sector agencies, higher education, and enterprises. These solutions integrate multiple channels—voice, video, chat, messaging, and collaboration—into a unified platform for seamless engagement and operational efficiency.

Unified Communications and Collaboration (UC&C)

Lumen UC&C solutions enable savings and productivity with unified voice, video and chat. Through partnerships with Microsoft Teams, Zoom and Cisco Webex, we offer a comprehensive variety of options so agencies can choose the UC&C solution that best suits their needs.

Lumen® Cloud Voice and Lumen® Specialty Lines

Lumen® Cloud Voice is a fully managed, cloud-enabled calling and collaboration platform that enables reliable, scalable and secure connectivity over desktop and mobile environments.

Lumen® Specialty Lines eases the transition from traditional POTS to a fully managed digital solution for alarms, elevators and other safety systems.

Lumen® Contact Center Solutions

Drive efficient interactions with customized contact center solutions to help minimize total cost of ownership, protect sensitive data and leverage AI. Lumen partners with Genesys and Talkdesk to provide advanced network-based applications, scalable cloud offerings and expert consulting. Together we deliver holistic solutions that enhance experiences and help boost performance.

Benefits of Lumen Cloud-Based UC&C and Voice Solutions[2]

308%
Projected three-year ROI

47%
Faster to add a new user

42%
More efficient collaboration

32%
Contact center productivity gains

[2] *The Business Value of Lumen Cloud-Based UC&C and Voice Solutions* | IDC | 2024

Expected Results

- Enhanced constituent and student engagement through seamless, accessible communications.
- Optimized operational costs and simplicity with unified platforms.
- Enhanced security and compliance support for sensitive data.
- Fast issue resolution and service delivery with AI and automation.
- Real-time insights for informed decision making and proactive outreach.
- Reliable continuity of services during outages or emergencies.



Ready to transform your organization's communications? Connect with our experts today to streamline operations, boost engagement, and future-ready your communications platform.

Why Lumen?

Lumen offers a comprehensive suite of communications solutions that agencies need to address mission-critical objectives regardless of the macro environment. The cloud-based delivery model can help equip teams across the agency with tools and resources to work efficiently and adopt data-centric approaches, all with budget flexibility and vendor simplicity.

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