Lumen® Optional Managed Services

Pre-packaged advisory activities to help you optimize your Lumen products and services.

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Add-on services for a secure, reliable infrastructure

Running your core business while maintaining an optimized IT infrastructure can be challenging in today's evolving technology landscape. Lumen® Optional Managed Services are remote advisory services delivered by a skilled on-demand workforce and designed to help you enhance network performance while minimizing disruption to your business. Our highly experienced and credentialed services experts work with you to assess your IT infrastructure and recommend the right mix of one-time or subscription services to meet your needs.

Network and Application Penetration Testing

Network Testing scans and performs penetration tests on up to 220 internal and 20 external IPs. This service is available as a one-time event for a single fixed fee or on a recurring basis with four events per year for a fixed monthly service fee.

Application Penetration Testing consists of a one-time web application penetration test to identify vulnerabilities for up to two web applications with up to 10 internal pages per application.

Features include:

- Monitoring analysis
- Policy analysis
- Performance review of CIMS agent versions
- Analysis of results and report with prioritized findings

Anti-Virus Advisory Service*

Analyzes up to six months of event history and advises on alert handling and remediation recommendations for Lumen managed anti-virus. Covers up to 50 Lumen managed servers or virtual machines.

Features include:

- Monitoring analysis
- Configuration analysis
- Performance review
- Recommend software and engine version upgrades

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Content Integrity Analysis*

Analyzes up to 30 days of event history and advises on policy tuning recommendations for the Lumen® Content Integrity Management Service (CIMS). Covers up to 50 agents running on Lumen managed servers or virtual machines.

Features include:

- Monitoring analysis
- Policy analysis
- Performance review of CIMS agent versions

Data Loss Prevention Analysis*

Analyzes up to six months of data loss prevention (DLP) event history and utilization performance from a single resilient pair of Lumen custom managed DLP devices. Subscribe multiple times to cover additional devices. Covers IT environment, policies and applicable compliance areas of data at rest, data in use and data in motion to advise on tuning recommendations for improving quality of alerting.

Features include:

- Policy analysis
- Configuration review
- Log monitoring analysis
- Performance review
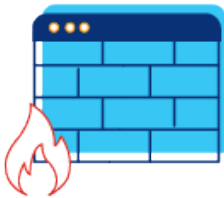
Firewall Analysis*

Analyzes up to 12 months of log monitoring history and utilization from a single resilient pair of Lumen managed firewall devices. Advises on any tuning recommendations of policies and rules for site-to-site VPNs, anti-virus, anti-spyware, vulnerability protection, file blocking, data filtering and SSL and URL filtering. Subscribe multiple times to cover additional Lumen® Managed Web Application Firewall devices.

Features include:

- Policy analysis
- Review of network design
- Analysis of configuration settings
- Log monitoring analysis
- Performance review

Intrusion Prevention Service Advisory*

Analyzes up to 12 months of log history from a single resilient pair of Lumen-managed Cisco or Palo Alto firewall devices with Intrusion Prevention Service (IPS) activated. Subscribe multiple times to cover additional firewalls.

Features include:

- Network review
- Log monitoring analysis
- Policy analysis
- Performance review

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Benefits

Get more out of your IT resources by partnering with our managed services specialists.

- Solve issues quickly with access to a flexible, remote workforce of IT experts.
- Conserve your budget and lower your operating expenses with predictable one-time or monthly costs.
- Focus on innovation and revenue growth by freeing up bandwidth to handle high-value technology projects.

Get started

Contact your Lumen account representative to discuss your needs and tailor Optional Managed Services for your budget and requirements. Request a no-obligation, custom consultation.

* One-time service

Why Lumen?

Our managed services team offers deep technical support in managed infrastructure and network services, application development and management, database administration and data analytics, specialized security and threat mitigation for organizations requiring specialized IT expertise. We can handle your day-to-day technology concerns so you and your team can focus on work that differentiates your business and drives revenue.

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