Global IT Solutions & Managed Services

Lumen℠ Contact Center and Unified Communications & Collaboration Consulting Services.

Solutions empowering innovation, agility and competitive advantage

Are you facing the following CC/UC&C challenges?

- Improving customer and user experience in a multi-channel environment—voice, email, chat, social media, web.
- Capturing business requirements and translating to a CC/UC&C strategy and technical evolution to meet future market, business and operational needs.
- Getting the most out of customer analytics and operational analytics.
- Developing and evolving CC/UC&C contact applications across diverse technologies, platforms and development skill sets.
- Managing programs and new capability introductions across multi-vendor environments.

Focus on your customers and people

Contact centers and UC&C play a strategic role in differentiating businesses from the competition.

Whether for customer service, revenue generation or enterprise productivity, the effectiveness of contact centers and UC&C technology can be essential to winning in today's market.

With Lumen CC/UC&C Consulting Services, we can help you get to the next level, reduce barriers to progress and help you deliver results faster. Today's multi-faceted, multi-vendor, multiplatform environments coupled with increasing and accelerating business, market and technology demands are challenging even the most experienced contact center organizations—Lumen CC/UC&C consulting services can help.

> Delivering strategic CC/UC&C solutions across network, infrastructure, application services and hybrid models for over 30 years.

Lumen CC/UC&C consulting services include

Pre-packaged assessments

- Current state, future state and roadmap

A la carte consulting

- Strategy development and evolution
- Business and technology requirements; capture and assessment
- Technology evaluation and ROI analysis
- Application development and management
- Multi-vendor program management and governance
- Customer experience consulting and optimization
- Data management and process evaluation

Ongoing CC/UC&C life cycle consulting

- Bi-annual, annual, continuous improvement

Benefits of partnering with Lumen

Expertise

Lumen has been in the CC/UC&C business for over 30 years. We can bring consulting and solutions together across network, infrastructure, applications, services in hosted, hybrid and customer premise-based deployment models.

Full life cycle support

From strategic consulting and assessments, planning, architecture, design, implementation, deployment, management and optimization, we can help you at any level.

Partnering

Lumen will be your partner in delivering CC/UC&C solutions that power your business. Combining deep, hands-on and industry expertise with proven best practices built on thousands of client and internal engagements.

LUMEN℠

Lumen contact center and unified communication & collaboration solutions

- Expertise that brings Contact Center and UC&C solutions together across network, infrastructure, applications, hosting and services.
- End-to-end services for the entire life cycle, including strategy, design, deployment and management services for networked and hybrid solutions.
- Hybrid IT models spanning Lumen third-party data centers, and/or on premise; comprehensive support across all models.
- Over 30+ years in the Contact Center and UC&C business.

Lumen℠ global IT services, solutions and strategic consulting

Drive the highest ROI for invested IT dollars and improve agility by leveraging proven techniques, tools and skilled resources. Strengthen your business relationships with support for strategic requirements.

Lumen strategic consulting capabilities allow you to transform your IT organization into the agile, efficient, strategic enabler that your business needs it to be.

- CIO and CTO advisory consulting
- Systems and technology

- Business continuity and disaster recovery
- Security consulting
- SAP consulting
- Big data and advanced analytics consulting
- Network consulting

Why Lumen global IT solutions and managed services?

Lumen responds to IT complexity with comprehensive IT consulting and implementation services that empower innovation, improve agility, lower costs through increased efficiencies, and ultimately build competitive advantage. Unlike traditional IT consulting firms that play an advisory role, Lumen leverages deep, hands-on expertise with proven best-practices built on thousands of client and internal engagements to guide you through the entire technology life cycle. Offering end-to-end IT services, including strategy, planning, design, implementation and ongoing management of your applications or infrastructure.

We partner with our customers

We have helped our customers—including leading healthcare, telecom and consumer companies—transform their IT organizations into business enablers.

	Public Cloud	Private Cloud	Hybrid	Customer Premise
Consulting	Strategic & Evolution	Cloud Strategy & Evolution	Transformation Planning	Business Continuity & Disaster Recovery
Services	Analytics & BI	Security & Technology	Application Development	Application Integration
				CRM
Contact Center and UC&C	CC & UC&C Applications		Managed Services, Maintenance & Support	ERP
	CC & UC&C Platforms			UC
				Email
			Deployment, Migration & Implementation Services	Active Directory
	Network			Database

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