

Crowley

Streamlining efficiencies and reaction times to ignite growth

Crowley

www.crowley.com

- Founded in 1892, Crowley is a privately-held, U.S.-owned and operated logistics, marine and energy solutions company headquartered in Jacksonville, Florida
- Services are provided worldwide by five primary business units—Crowley Logistics, Crowley Government Solutions, Crowley Shipping, Crowley Fuels and Crowley Wind Services



Challenges

- Required a more secure and stable network than previous solutions
- Needed a global network with high-speed access available everywhere
- Desired a technology partner that truly understood their needs

Solutions

- Lumen® Professional Security Services
- Lumen® Network Services with cloud-based infrastructure
- Lumen® Cloud & Database Management

Results

- Enhanced confidence in the security of their network
- Increased technological efficiencies and streamlined their teams' action/response times
- Stable, scalable network infrastructure to support Crowley as it invests in future areas



“ Lumen has helped us by being a true partner, not just a transactional relationship. It’s a relationship based on what our needs are, as well as challenging our team on expertise we do not have. It is keeping us stable and secure but also creating what we need through innovation to prompt what we didn’t know we needed to change.”

— Erika Graziuso, CIO
Crowley

LUMEN®

Challenge

Modernizing networking and security across a range of industries

From ocean cargo shipping to fuels and wind services, Crowley handles the demands of many different industries. As these industries were transforming to a more modern digital age, Crowley needed to embrace that change in their own unique way.

“Transformation doesn’t just come from your internal change management, but it comes from observing how your clients are transforming, how your partners are transforming,” said Crowley CIO, Erika Graziuso. “It is not just about the technology it is about cultural transformation.” Before partnering with Lumen, Crowley handled their digital landscape through multiple third-party providers. Networking solutions to security were handled by separate transactions within their organization. Working with Lumen to simplify and consolidate these providers was the first step in innovating their network infrastructure and to help transforming the company’s technology enterprise.

Solution

An extension of the business and a dedicated partner focused on innovation

In moving toward the goal of technology transformation, Crowley sought a partner that could provide an overarching solution with stability at the forefront. “We use Lumen as an extension of our company to make us more efficient. And with Lumen keeping our foundation stable, the experts at Crowley can invest their time to think at the next level on projects and innovations,” recalled Graziuso. Lumen worked with Crowley on all their specific needs across all their various divisions.

Using a combination of Tailored Managed Network Services, Lumen was able to provide digital solutions to all aspects of Crowley’s business needs. As Graziuso put it, “Lumen has helped us by being a true partner, not just a transactional relationship, it’s a relationship based on what our needs are.” With solutions such as Lumen Professional Security Services and Network Services using cloud-based infrastructure, Lumen was able to streamline the Crowley Maritime digital landscape—and consolidate their various digital providers down to a single overarching solution.

Results and Future Plans

Innovating on digital inclusiveness and the future of cybersecurity

“For Crowley, safety first is not just essential to our values, it’s what we strive for everyday—so our foundations are stable and our environment is secure. Lumen has supported us by being an extension of our business by creating an environment that is reliable 24/7 and that is also secure.”

“Lumen is investing significantly in the digital inclusiveness of their network to make sure that their network is available everywhere at a very high speed. We rely on this very much to change the way we work.”

“The next solution we are looking to solve is AI—while it is very powerful—it is unfortunately still a machine. We are working with Lumen on how we use AI and data intelligence to prevent cyberattacks... Lumen is coming across as a company that is investing a significant amount of energy in this cultural transformation.”

Lumen® Solution Set

- Lumen® Professional Security Services
- Lumen® DIA
- Lumen® Cloud & Database Management (TAIM)
- Lumen® Networking Solutions
- Lumen® Managed Services

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