

# Lumen® Implementation Management Services

Simplifying multi-technology implementation complexities.

## Benefits and Qualifications

### Expert oversight on each project and program component

- Expertly trained program and project managers
- Certified in globally recognized standards of Project Management Institute (PMI):
- 20 years and 16-year average tenure with Lumen average experience in the technology industry

### Transparent planning to navigate risks

- Guided by PMI standards and methodologies
- Coordinated efforts to minimize the financial risk
- Detailed planning with concise communication and clear expectations
- Transparent risk mitigation plans to offset risk

### Proactive coordination to minimize technical issues

- Synchronized efforts of all resources, technology, and issues to minimize negative impacts
- Weekly scheduled updates and as-needed for critical items

### Collaborative experiences with clear communications

- Tailored digital communication portal, Concierge, with dashboard reporting
- Near real-time order and delivery statuses available 24/7
- Synchronizes critical data for large multi-site implementations
- Task actioning for scheduling site surveys and other activities

Implementation Management Services is a value-adding service comprised of highly skilled Lumen Program and Project Managers owning the end-to-end delivery of unique business value realization and success criteria in the implementation of large, multi-technology implementations.

### Realize business success

- Integrating disparate technology and teams for large scale, multi-technology solutions to simplify the complexity, mitigate the risks, and future proof your investments.

### Enhanced user experience and productivity

- Helping you to ensure the technology implementation is successful and operates according to the success criteria with the end users in mind.

### Maximize competitiveness

- Obtain value from your technology fast and avoid reworks

## Common Use Cases

- Streamline your store location expansion projects
- Define aggressive plans for data center expansion and high-performance networking
- Modernize infrastructure with standard deployment plans

### Why Lumen?

Lumen is positioned to deliver on your success criteria and business outcomes with high-performance technology and rigorously trained project and program managers certified by globally recognized standards from the Project Management Institute to streamline your implementation.

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