

Peace of mind, provisioned in minutes

How ivision delivers scalable, on-demand connectivity and AI-ready infrastructure to keep critical services running

ivision Inc.

ivision.com

- Founded in 2004 in Atlanta, GA, ivision delivers scalable, secure tech solutions with a distributed U.S. workforce, headquartered in Atlanta, GA
- Known for “white-glove service,” they support internal IT teams with expert-led managed services
- Helps clients reduce costs, improve uptime, and respond quickly to critical IT events

Challenges

- Inflexible WAN connectivity for DRaaS and BaaS
- Cost inefficiencies in data center operations
- Limited real-time bandwidth control
- Operational risk during critical events

Solutions

- [Lumen® Network-as-a-Service \(NaaS\)](#) with dynamic bandwidth (100 Mbps to 10 Gbps)
- [Lumen® Internet On-Demand](#) for 10-minute circuit deployment during critical events
- [Digital Realty PlatformDIGITAL®](#) for seamless provisioning across colocation and network environments
- [Digital Realty ServiceFabric®](#) for secure, on-demand connectivity to third-party data centers and clouds
- Hourly billing with no term commitments*
- Secure, logically separated connectivity

Results

- Dynamic bandwidth (100 Mbps to 10 Gbps)
- Reduced Mean Time to Resolution (MTTR)
- Shift from CapEx to OpEx for financial flexibility
- Minimal management overhead via intuitive portal



ivision



“Partnering with Lumen and leveraging their NaaS experience has significantly boosted our DRaaS/BaaS capabilities. The dynamic bandwidth provisioning and effortless service initiation enable us to provide superior customer service.”

— Clint St. Romain,
Lead Managed Services Architect, ivision Inc.

*Lumen Network On-Demand Service requires access to a NaaS-enabled port subject to eligibility requirements and subject to separate minimum term agreement and associated early termination charges.

LUMEN®

Challenge

Inflexibility in a fast-moving world

When IT teams need to move fast, ivision delivers. Known for their “white-glove service,” the Atlanta-based firm pairs expert engineers with every client to resolve issues quickly and free internal IT teams to focus on strategic priorities.

“We pride ourselves as engineers helping engineers,” said St. Romain. “We support IT departments so they can focus on more critical business initiatives.”

As ivision scaled their Disaster Recovery (DRaaS) and Backup (BaaS) services, traditional Wide Area Network (WAN) connectivity and rising bandwidth costs began to limit flexibility. This became clear during a 55TB migration, when an upstream outage tested their responsiveness. The takeaway: agile, on-demand connectivity is essential.

With AI and data workloads growing, ivision and their clients now require high-capacity, low-latency connections and access to robust digital ecosystems to unlock greater business value.

Solution

On-demand infrastructure for always-on operations

ivision needed speed, flexibility, and trust—so they chose Lumen. “Lumen’s integrity was a key reason we partnered with them,” said St. Romain. “Their teams were always upfront and reliable.”

Lumen delivered agility through Network-as-a-Service (NaaS) and Internet On-Demand, integrated with Digital Realty’s PlatformDIGITAL® for scalable, flexible connectivity. “Now we deliver dynamic, dedicated internet circuits—and it’s included in the DRaaS bill,” St. Romain added.

ServiceFabric®—a software-defined interconnection layer—enables secure, on-demand connectivity across PlatformDIGITAL®, third-party data centers, and cloud environments. ivision deployed a ServiceFabric® port and extended connectivity to Lumen NaaS, creating a seamless end-to-end experience.

With Lumen and Digital Realty’s integrated solutions, ivision gives clients access to a growing, self-service ecosystem—connecting to hundreds of locations, clouds, and AI service providers for fast, secure data movement.

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Results and Future Plans

Engineering tomorrow’s infrastructure with intelligent tools

During that 55TB migration, ivision spun up a new circuit in just 10 minutes and restored customer operations within 40—meeting the deadline without disruption. This joint partnership between Digital Realty and Lumen combined interconnection with on-demand networking and automation, delivering the reliability and speed ivision’s clients depend on.

Since deploying Internet On-Demand, ivision has improved real-time response, scaled dynamic bandwidth dynamically, and boosted customer satisfaction. With NaaS, bandwidth is now a predictable, subscription-like expense.

“Lumen’s flexibility fits perfectly into our strategy of being a highly modular team to any organization,” said St. Romain.

Symmetric bandwidth from 100 Mbps to 10 Gbps delivers consistent performance, while ServiceFabric® ports provide secure, direct access to third-party destinations and cloud providers—expanding reach and resilience.

As ivision expands their DRaaS and BaaS offerings with Zero Trust-based solutions and AI-powered service management, AI is already enhancing operations. “We’ve introduced AI to suggest runbooks and case studies,” said St. Romain. “AI will be key to enhancing our Managed Services.”

Together, Lumen and Digital Realty help ivision advance clients’ AI strategies and stay agile as needs evolve—reshaping what it means to be secure, responsive, and customer-first.

Lumen Solution Set

- [Lumen® Network-as-a-Service \(NaaS\)](#)
- [Lumen® Internet On-Demand](#)
- [Digital Realty® PlatformDIGITAL®](#)
- [Digital Realty® ServiceFabric®](#)