

LUMEN Receives Excellence in Best Practices

Enabling Platform Leadership

Best Practices Awards

Best Practices Awards recognize companies demonstrating outstanding achievement and superior performance. The Enabling Platform Leadership Award recognizes the company that applies its platform in new ways to improve existing products and services and elevate the customer experience.

Frost & Sullivan

In the half-century since its founding, Frost & Sullivan has become a widely recognized leader in the growth consulting industry – A Global Growth Partnership Company.

The company demonstrates a strong overall performance.

Frost & Sullivan is proud to bestow the 2021 United States Enabling Platform Leadership Award in the next generation 911 industry to LUMEN.

New technologies have fundamentally changed the way we live, communicate, and interact, ushering in an array of new requirements and opportunities for public safety entities. In this environment, LUMEN has developed a visionary platform designed for the next generation of public safety. The company's unique platform-centric approach to NG911 provides a robust foundation to support innovative applications and compelling future use cases.

LUMEN®

Ultimately, LUMEN has embraced a forward-thinking, platform-approach that is pre-configured with customizable building blocks, whereas much of the competition provides a systems integration approach that often leases infrastructure and is 'built when sold'.

Analysts evaluated key factors according to the below criteria.

Technology Leverage

Commitment to
Innovation

Commitment to
Creativity

Stage Gate
Efficiency

Commercialization
Success

Application
Diversity

Customer Impact

Price &
Performance
Value

Customer
Purchase
Experience

Customer
Ownership
Experience

Customer
Service
Experience

Brand
Equity



While stand-alone applications and compelling use cases often generate the most powerful marketing 'buzz', it is ultimately the underlying platform that is enabling these applications. LUMEN's NG911 platform enables differentiated solutions to transform the way public safety answering points and first responders monitor, manage, react, and respond to emergency events.

Brent Iadarola
Vice President, Frost & Sullivan

