



Lumen Voice and UC&C Improves Reliability and Business Outcomes

Lumen customers are realizing **significant value** by leveraging Lumen’s Voice and Unified Communication and Collaboration (UC&C) to help their organization optimize business operations. IDC projects that these benefits generate value **worth an annual average of \$3.41 million per organization** which would result in a **five-year ROI of 497%**.

KEY RESULTS



62% reduced
total cost of operations



497%
5-year ROI



7 months
to payback on investment

CUSTOMER QUOTE

“ (Lumen) gives users flexibility with more options to be productive because they can use the tools when they are away from the office. ”

BUSINESS AND OPERATIONS BENEFITS



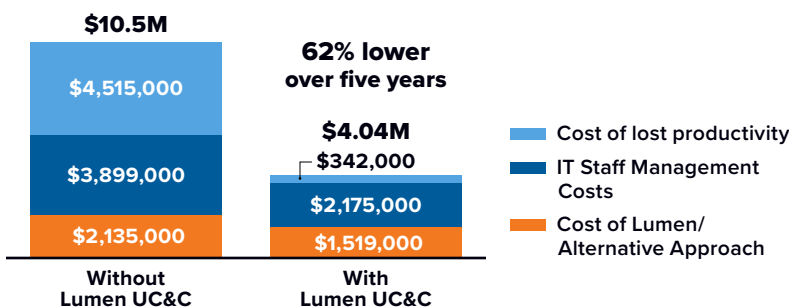
\$1.3M additional
revenue gained/protected



92% reduction
in unplanned downtime

COST AND STAFF EFFICIENCIES BENEFITS

5-Year Cost of Operations



50% less staff time
spent “keeping the lights on”



81% more efficient
helpdesk



49,000+ hours
of staff time gained

CUSTOMER QUOTE

“ The biggest benefits we are seeing is better functionality and reliability, as well as cost savings. We’re paying less than we were with our previous vendor by about \$500 per month, and that’s including a bigger pipe (functions) as well. ”