

BROCHURE

Lumen[®] Cloud

Migrate to the cloud to improve IT agility
for your digital business.



LUMEN[®]

Summary

Two out of three organizations have implemented or are expanding their use of cloud.¹ Why are so many adopting the cloud? According to research by Forrester,¹ digital business that leverage the cloud are experiencing improved IT agility and faster delivery of products and services to market. In fact, in another survey, 81% of business say the cloud supports business agility and market responsiveness and two-thirds of respondents say the cloud positions their company to take advantage of new technologies,² but, 48% of business struggle to integrate cloud and data center resources.²

Companies aren't doing it alone. According to Forrester, more than half use managed services to some degree to manage their IT environments.¹

Many business are increasingly looking for cloud services natively equipped to handle advanced enterprise requirements, and that's where Lumen[®] Cloud comes in. Whether you're looking to offload a few virtual machines, create new applications or migrate legacy workloads, Lumen Cloud infrastructure and management tools offer you an enterprise-ready path to the cloud. Our portfolio of managed services available on-demand, with hourly billing—is designed to meet your digital business goals and overcome the challenges to help increase



Lumen Cloud solutions leverage the latest technology while working with existing IT capabilities

Advanced IT management enables agility, efficiency and scalability

We've streamlined and automated the most common and important server admin tasks that you need to perform. Built-in cloud management, automation and orchestration capabilities help keep your business running smoothly and designed to significantly reduce your operational burden. In fact, Lumen Cloud is just as easy to manage whether you have one server or 100. Our cloud solutions scale for your business and your most valuable resource—your people.

Location-agnostic, scalable and easily integrated with existing infrastructure

- Comprehensive APIs
- Powerful back-office reporting
- Support for enterprise hierarchies and permissions
- Detailed billing reports
- White-label branding options

Administer more servers in less time with Groups

Our Groups functionality is a consistent and intuitive way to organize, manage and monitor collections of cloud servers as a single unit. Perform power operations, view reports, set permissions, assign monitors and schedule events in one place.

The Lumen Cloud platform of solutions

Our cloud solutions are delivered on a platform of the latest technologies with built-in management, automation and orchestration tools, including:

- Enterprise-level security
- Physical security controls audited to SSAE 16 or ISO 27001 standards
- Logical security policies and processes audited to SSAE 16 SOC3 Type 2 standards—built around IT best practices
- High-performance virtual private cloud via VLAN with built-in firewalls
- Enterprise-grade infrastructure from top-tier providers
- High-speed 10 Gbps networking between application tiers prevents bottlenecks
- Hybrid storage typically delivers at least 2,500 IOPS
- Hyperscale instances, with 100% flash storage, usually deliver at least 15,000 IOPS
- 70% max allocation to accommodate spikes. Each VM host server is monitored to ensure that CPU and RAM never surpass 50-70% utilization, thereby allowing for enough headroom for spikes at peak traffic
- High availability for business-critical apps and clustering across multiple regions
- Shared and dedicated load balancers available
- Multi-backbone peering provides high availability in the case of downtime for a given provider
- Robust SLAs with 100% uptime for public network and private network; 99.99% uptime for control panel, APIs and virtual servers; 99.99% uptime for cloud storage

Real-world experience that works with you

At Lumen, we're focused on making business agile, so you can quickly adapt and take advantage of market opportunities. We're the technology partner for some of the world's largest business, helping them reduce their time to market, enable a distributed workforce and gain a competitive edge through digital transformation.

Together, we'll identify the blend of IT services that are right for you and customize them to your specific business and IT needs today—and in the future. You'll receive total support from our experienced account, engineering, IT and service support teams.

Lumen offers a full suite of IT infrastructure, application, connectivity and service solutions

By enabling you to leverage technology while building on existing IT capabilities, Lumen can help accelerate your return on technology investments, help reduce business risk and ultimately help you transform IT into a driver for business growth.

- **Hybrid IT**
We view Hybrid IT as a collaboration and know that when selectively outsourcing workloads or infrastructure, one size doesn't fit all. We recognize that certain components of your IT landscape must remain in house. Or, you may have certain elements hosted with another provider.
- **Networking**
Our next-generation network's seamless connectivity gives customers a direct, reliable connection to IT resources, applications, data, data centers, managed hosting and the cloud.
- **Managed Hosting**
Our Dedicated Hosting is ideal for the hybrid IT environment. We'll help you control costs, scale on demand, and help you stay secure with managed servers, storage, application management and service management.
- **Cloud Services**
For your entire application portfolio, our Cloud Services are highly scalable, elastic, pay-as-you-go and hybrid IT friendly.
- **Embedded Security**
Security is foundational to all of our solutions. We're committed to helping you protect your corporate assets. We exceed the standards of even our most demanding customer—the Federal government of the United States. You'll get continuous improvement through continuous monitoring that provides layers of protection for comprehensive device management, threat intelligence and incident response.

Features and capabilities

High performance

Optimized throughout the stack for speed

High availability

Exceptional uptime with load balancing and redundancy

Enterprise-level security

Multi-layer protection for systems and data

Compliant and audited

Our data centers are SSAE16 SOC3 Type 2 certified

Managed services

Experts to monitor your apps 24/7

Global footprint

Deploy in 15 data centers around the world³

SLAs

99.99% uptime for every customer

Outstanding support

Our Network Operations Center (NOC) team is standing by 24/7

With Lumen as your partner in supporting your business and IT strategy, you'll have access to infrastructure, IT human resources, proven processes, and engaged account managers who care about your business needs—all backed by our experience and expertise in integrating and optimizing solutions for hybrid IT models.

We're committed to your success through choice, flexibility and strong project management.

This enables you to align your technology capabilities with the needs of your business. You get the best combination of your traditional IT with additional capabilities that your IT may not be able to deliver on its own.

Building for long-term business success

Technology is a key contributor to digital business success. We have helped many customers reduce risk by improving operations, increasing agility and reducing total cost of ownership. We continue to make investments in the latest technology solutions, so our customers can stay up to date without worrying about the next set of skills, the next upgrade or a shift in technology.

Focus on growing your business

Be agile, efficient and secure with Lumen as your trusted IT partner. We are committed to your business success whenever and wherever you do business. But don't just take our word for it. See what other companies say about Lumen and our solutions to enable robust, aligned business and IT environments.

Lumen Cloud data center locations

- CA1 - Canada (Vancouver)
- CA2 - Canada (Toronto)
- CA3 - Canada (Toronto)
- DE1 - Germany (Frankfurt)
- DE3 - Germany (Frankfurt)
- GB1 - Great Britain (Reading)
- GB3 - Great Britain (Slough)
- IL1 - U.S. Central (Chicago)
- NY1 - U.S. East (New York)
- SG1 - APAC (Singapore)
- UC1 - U.S. West (Santa Clara)
- VA1 - U.S. East (Sterling)
- VA2 - U.S. East (Sterling)
- WA1 - U.S. West (Seattle)

Footnotes

1. Forrester, The Business Benefits of Improved IT Agility. A commissioned study conducted by Forrester Consulting on behalf of Lumen, March 2019
2. Frost and Sullivan, "The Hybrid Cloud Landscape—Perspectives from the 2018 Frost & Sullivan Cloud User Survey, December 2018