

GUIDEBOOK

EIS: Enterprise Infrastructure Solutions

Driving the modernization mission

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Introduction: Driving modernization with Enterprise Infrastructure Solutions

The General Service Administration's Enterprise Infrastructure Solutions (EIS) contract has been one of the most important vehicles for federal agencies during their digital transformation journeys. Where most contracts are tactical in scope, focusing on a single technology or opportunity, EIS presents agencies with the opportunity to build a future-proof communications infrastructure.

The EIS contract envisions more than just building a communications infrastructure. It lays the foundation for a communications infrastructure that is robust, resilient, and secure to meet the demands of increasingly sophisticated users, within the government and in communities worldwide.

Despite the value EIS brings to federal agencies and stakeholders, complexities remain. Rapidly changing technologies, evolving mission needs, and Executive Orders mean network modernization is an ongoing process.

Lumen has created this guidebook to help agencies build a network infrastructure ready for today's demands and future challenges. Inside, you'll discover solutions for a future-focused network and strategies to overcome unique agency challenges. Together, we'll leverage EIS to advance the modernization mission.

Jason Yoho

Senior Vice President, Product & Technology of Public Sector,
Lumen



The EIS contract: what to pay attention to today

The General Services Administration (GSA) introduced the Enterprise Infrastructure Solutions (EIS) contract to provide federal agencies with a vehicle to access best-in-class IT telecommunications and infrastructure solutions. As well as providing access to a comprehensive set of solutions, EIS aims to reduce the cost of acquisition, and the length of time required to acquire solutions by having all solutions available on a single contract vehicle.

The EIS contract was originally awarded on July 31, 2017, and while the contract continues to enable digital transformation for agencies much has changed since then. Not only are there new challenges and expectations in the telecommunications space, but government mandates and Executive Orders have reshaped agency needs, and the ability of technology partners to meet these new and redefined needs has also changed over time.

In short, as agencies look to meet the Zero Trust and Customer Experience Executive Orders, look to integrate new technologies like AI and automation as core functionalities, and adapt to hybrid work environment, agencies have a unique opportunity to re-bid and rebuild their EIS environments.

“Over the last 3 years agencies have moved ahead in leaps and bounds in their digital transformation programs. The digital transformation path they were on in 2020 has fundamentally shifted creating an ideal opportunity to review EIS requirements and level-set.”

– Jason Schulman, National Vice President Sales, Federal, Lumen

EIS solutions for today's agency

The first phase of the EIS contract helped agencies modernize the fundamentals of their network layer technology. Agencies moved away from terrestrial telecommunications infrastructure to the Internet and cloud-based solutions, like SD-WAN. In doing so, agencies laid the foundation for the work that needs to be done today; that is, advancing security, prioritizing network visibility, and supporting mobility for the end user. Let's take a closer look at some innovative solutions that will help agencies drive the mission forward and are available on the EIS contract.

Private Connectivity FabricSM (PCF)

In 2025, federal government agencies will begin to experience scrutiny from the newly created Department of Government Efficiency. Agencies will be pushed to streamline operations and accelerate their modernization efforts, as efficiency and speed will be paramount to meeting tighter fiscal demands.¹ Embracing automation through artificial intelligence (AI) and machine learning (ML) will be essential. However, these technologies require high-capacity network connections with ultra-low latency. As Dave Ward, EVP and Chief Technology & Product Officer, explains, "Massive GPU resources and significant WAN bandwidth are crucial to run these AI applications. It's essential these agency's networks are future-ready to handle these demands." Lumen PCF provides the network resilience and ultra-low latency that federal agencies need to manage these increasing data volumes and process vast quantities of data with exceptional speed.

“ When organizations think about AI readiness, they often focus on outcomes first, then data, security, and potentially ethics. However, nearly everyone overlooks the network. AI must access and process data securely, at speed and scale. If the network isn't capable of the bandwidth and latency requirements, AI benefits will never be realized.

— **Josh Finke**
Senior Vice President of Public Sector, Lumen

Software Defined Wide Area Network Services (SD-WANS)

Software Defined Wide Area Network Services - more commonly referred to as SD-WANS - is an important part of today's modern networks. With the drive to digital government in full swing, there's a near constant need for network growth and network reconfiguration by all federal agencies. SD-WANS provides the flexibility and cost controls and security that make it all possible.

Lumen partners with industry leaders like Cisco to deliver advanced SD-WANS solutions designed for the federal government's unique needs. Delivered as a

white glove service, agencies can rest assured that the complexities and risks of network transformation are mitigated with SD-WANS and replaced with a connected platform that can coordinate workloads and centralizes visibility and control in a single, automated platform.

And that's how you build a future-focused network that's ready for whatever comes next.



Managed Wi-Fi

Today's agencies must be able to support their stakeholders with easily accessible, reliable, and above all secure Wi-Fi. While that might seem like a simple undertaking, we all know that appearances can be deceiving. Deploying a secure Wi-Fi service on a single floor of a building in the middle of a city can be challenging, let alone attempting to deploy a secure, fast, and reliable network whether you're a family in the middle of a national park or a warfighter keeping the nation safe from the middle of the Pacific Ocean.

This is where managed Wi-Fi solutions bring the easy button to government agencies. An experienced global telecommunications partner, like Lumen, has a wealth of experience in delivering Wi-Fi solutions that are fit-for-purpose. And because our Wi-Fi solution is fully managed, your agency team can focus on their core responsibilities, while we take care of everything from design to deployment and management to monitoring.

And that's how you help meet the mission everywhere, anywhere, and all the time.

Secure Access Service Edge

Since 2020 the federal government has embraced hybrid work and while the call to return to the office is on the horizon, government offices will continue to have remote and off-site workers that will need to be supported. But as we know, a dispersed workforce creates distinct challenges for agency IT teams and the infrastructure they are charged with optimizing and maintaining.

Securing devices and other endpoints at the edge is the first challenge that comes to mind. Not only are endpoints vulnerable to attack themselves, but they also

become vectors for cyber attackers to access the core of an agency's network as well. In other words, while being able to work and move seamlessly from the core to the edge, this flexibility brings with it inherent security risks.

To support agencies as they modernize not just their technology but also their work environments and habits, Secure Access Service Edge (SASE) is essential. SASE delivers enhanced control, visibility, and simplified management of network and security for cloud-based application delivery for any device. Managed SASE (MSASE) - where Lumen provides the manpower and expertise - and delivers positive return on investment.

And that's how you drive the mission forward successfully.

Zero Trust Solutions

While many might think the EIS contract is just about infrastructure, no network or communications solution is mission-ready without being secure. With the 2021 Executive Order on Improving the Nation's Cybersecurity identifying a Zero Trust architecture and strategy as the best way to manage an inevitably complex threat environment, cybersecurity solutions must be a key component of all agencies' EIS strategy.

As other major EIS suppliers are winding back their cybersecurity offerings, Lumen has been making strategic investments in its cybersecurity solutions. Through internal R&D, acquisition, and strategic partnerships, Lumen's worked diligently to help ensure agencies have access to the Zero Trust solutions they need through the EIS contract.

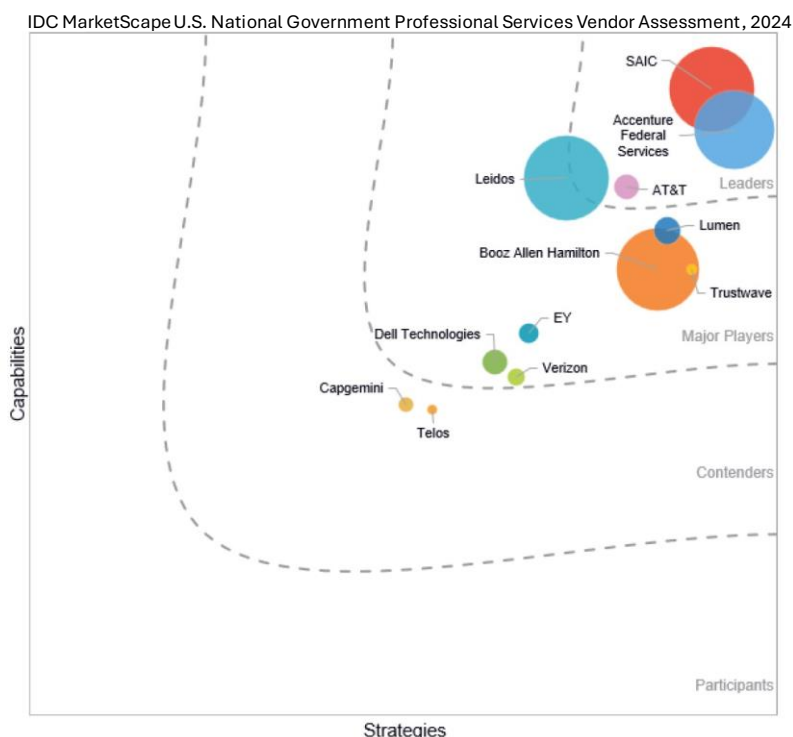


Figure 1. Source: IDC 2024 February 2024, IDC #US51875423e*

Analysts have noticed the effort Lumen has put forth in professional security services. In 2024, Lumen was named as a Major Player in the IDC MarketScape for U.S. National Civilian Government Professional Security Services 2024 Vendor Assessment. The report noted, "With less than 5ms latency for 95% of U.S. customers and numerous success stories providing connectivity solutions for federal agencies,

DISA's EIS Journey

[Read](#) how and why Lumen was awarded \$223 million DISA EIS award in 2023.

Lumen should be strongly considered for network security modernization efforts. Lumen has also demonstrated success in securing connections to critical information apps and developing secure cloud-based VOIP systems.”

However, Zero Trust compliance isn't just about solutions. It's about building a successful security strategy. Not only does Lumen have the managed security solutions to build that successful strategy, but because Lumen is one of the leading Internet Protocol Service (IPS) providers in the United States, we can help agencies build a more robust security posture regardless of whether they are an IPS customer. The knowledge collected from the IPS backbone provides a broad and deep view of threats currently circulating, as well as helping identify signatures of new attacks. This knowledge base, combined with our work with CISA and Black Lotus Labs makes Lumen well positioned to deliver network defense solutions.

And this is how you see more threats and build a robust and resilient network.

Managed and Professional Services

With the complexity of today's enterprise infrastructure, no agency can go it alone. They need a trusted partner to not only deliver best-in-class technologies but help deploy and manage these solutions to ensure uptime and that the solutions deployed today grow with the agency as its mission evolves.

Lumen Managed and Professional Services teams are fueled by their expertise operating on a global scale and a unique understanding of how to manage complexity and put it to work for mission success. Lumen Managed and Professional Services teams connect applications to drive visibility and interoperability, provide data clarity, mitigate risk, and are masters at integrating cloud services.

“ Zero Trust defines cybersecurity today. Lumen's integrated and managed security solutions let agencies fully engage in the digital world without becoming part of the news cycle. 24/7 management, continuous visibility, and automation are the foundation for a confident posture and that's what we're dedicated to bringing to the federal government.”

— **Campbell Palmer**

VP Solution Engineering and
Architecture for Public Sector,
Lumen

And that's how you use your organization's expertise to support mission critical work.

DoD365 Integrated Phone Systems (DIPS)

Secure and seamless communications are at the heart of mission success today for all agencies, but particularly for the Department of Defense. The DoD365 Integrated Phone System, more commonly referred to as DIPS, is an integrated phone system that supports hybrid-voice and audio-conferencing services over Lumen's fiber network. Voice over Internet Protocol (VoIP) eliminates the need for desk phones and supports remote users. As the Department of Defense transitions to a hybrid workforce, DIPS will be essential to mission success, not only saving valuable budget, but fostering collaboration across the global force that supports the warfighter and protects the nation.

Lumen is currently working with DISA to supply high-capacity end-to-end communications, ethernet, Internet, and wavelengths that will enable US Indo-Pacific Command to execute its mission across the 36 nations in its Area of Responsibility, plus Alaska.

And this is how you ensure the warfighter is supported wherever the mission takes them.

// The Department of Defense has laid the groundwork for a successful modernization journey. They know what challenges they face and how to leverage technology to overcome the challenge and build a more resilient and secure organization."

— **Scott Barnett**

Vice President, Federal Sales
Department of Defense for
Public Sector, Lumen

Security Technical Implementation Guide (STIG)

For the Department of Defense, the mission no longer involves just protecting land, sea, and air, but also the nation's information and information architecture. With bits and bytes being as important as strategic locations and physical infrastructure, new defensive and offensive capabilities are needed.

The DoD has created Security Technical Implementation Guides, or STIGs, to configure security requirements that protect critical assets and ensure compliance with regulations and mandates like Zero Trust.

Even with STIGs in place, ensuring regular maintenance and critical

updates are completed alongside the Department of Defense's core mission of protecting the nation is daunting.

Lumen is an experienced provider of STIG solutions to the Department of Defense and has demonstrated its ability to manage the challenge of hardening, monitoring, and maintaining existing and new technologies needed by the DoD to meet the mission. Whether it's a single tactical engagement or working with Lumen on a STIG as-a-Service partnership to facilitate mission focus, Lumen is ready, willing, and able to deliver what the Department of Defense needs.

And this is how you simplify operations to deliver the highest cybersecurity standards.

How today's investments drive the mission forward into the future

For many agencies the transition to the EIS contract was not without its challenges. But as agency IT leaders have persevered, they've also come to understand that the transformation driven by EIS is part of a much bigger movement. Not only does the EIS contract help agencies to meet Executive Orders and OMB mandates, but it positions the United States to lead and guide the international community on this digital odyssey.

While this is an exciting time to helm an IT team, it can also be overwhelming. With the EIS contract covering a 15-year period in this form, there will be several iterations of technological evolution as our innovation and refresh periods become shorter and shorter. Already we've seen how much has changed since agencies made their original selections in 2019 and how these changes have affected the basic structure of the network, its architecture, and its security. As agencies put together RFPs and SOWs for the EIS contract, it's vital that they look not only at what's in front of them today, but what will come next both in terms of the mission but also in terms of technology.

“ The option period that we're currently in creates an opportunity to review offerings from all vendors to make sure they're fit for purpose and fit for the future. No technology partner should be asking an agency to rip and replace network investments made since 2017 to move forward and modernize. The ideal partner can slot in, snap on, and work with existing investments to help agencies achieve their goals and missions.”

– **Jason Schulman**

National Vice President Sales, Federal, Lumen

As the EIS framework keeps evolving, it's important to have a trusted partner to hash out ideas with and that brings unique insights informed by their knowledge, not their bottom line. Lumen has an AI-ready network infrastructure, well-equipped to address the challenges and opportunities faced by today's federal agencies. As an innovative, trusted advisor, Lumen has been a reliable partner to federal agencies for decades, helping them achieve their missions year after year.

Are you ready to get started using the EIS contract to drive digital transformation mission forward?

[Learn more](#) about how Lumen EIS experts are focused on government agencies to help them strengthen agency networks with Lumen EIS solutions. [Connect with an EIS Federal Solutions Expert](#)

¹ [2025 Public Sector Trend Predictions With Tricentis, SVP Ben Baldi](#), GovConWire, Jan, 2025

*Figure 1. IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of technology and suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each supplier's position within a given market. The Capabilities score measures supplier product, go-to-market and business execution in the short-term. The Strategy score measures alignment of supplier strategies with customer requirements in a 3-5-year timeframe. Supplier market share is represented by the size of the icons.

Why Lumen?

Lumen connects the world. We are a trusted partner for public sector agencies seeking to modernize their technology ecosystems to provide outstanding citizen experiences. Our expertise in procurement processes helps agencies navigate government contract vehicles with ease. With our help, agencies can transform their technology, provide excellent service experiences for citizens, and accomplish their missions time and again.

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