Lumen® Enablement Services for UC&C

Reliable, trusted expertise for your collaboration solution

Your organization needs assistance and skills to plan and implement your Unified Communications and Collaboration (UC&C) solution quickly and effectively. Lumen Enablement Services for UC&C can match the right solution to your needs and budget, providing the resources to deliver a communication and collaboration experience your team can trust and helping to empower productivity and elevate customer experience.

Optimized performance

Implement a solution that incorporates best practices from highly skilled experts delivering performance you need. Lumen can leverage our people and training, allowing you to focus limited IT resources on more pressing tasks

Seamless migration

Transition to your new solution with less disruption by receiving the experience and capability to take your organization on the journey from legacy services to Unified Communications

Confidence in the solution

Lumen has extensive experience in supporting enterprise UC&C solutions. This provides a single point of contact to help save you time and money by concentrating resources

Common use cases

- Simplify management with a single vendor rather than multiple service providers to coordinate
- Desire transition to the cloud without disrupting day to day operations and shorter lead times
- Free up IT resources for more strategic work by sourcing to a trusted partner

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Features and Specs

Lumen Enablement Services for UC&C focuses on primary pillars to help you get the most out of your collaboration solutions. Whether you purchase Cisco, Zoom or Microsoft Teams from Lumen, there are often additional needs to help leverage existing on-premises infrastructure with the new cloud solutions. Frequently there are gaps in your internal technical expertise or the resources to help connect everything or understand the interworking and connectivity options. In addition, shortages in staffing or skillset to provide tailored training, onboarding and communications that help drive end-user adoption occur. That's where Lumen Enablement Services for UC&C comes in with a suite of tailored service options:

- **UC&C Adoption Services –** A collection of predefined services including adoption services, training sessions, job aid creation and end-users guides that can be bought individually or as a package to help you achieve your business objectives in consuming Lumen UC&C solutions. Services can be purchased as a one-time offer or on a monthly recurring basis.

- **Customer Premises Infrastructure Consulting –** The Lumen CPE Technical Assistance Center engineering team will help you configure complex UC&C solutions to interoperate with existing premises infrastructure.

- **Managed UC&C Cloud Services –** A suite of services including cloud Session Border Controller (SBC) management, reporting and analytics for UC&C solutions and management of TN and Tenant cloud collaboration instance services.

- **Lumen® SIP Connected Audio –** Lumen access to UC&C platform bridging architectures that connect businesses to the cloud. Enables an integrated audio- and web-conferencing solution including a full range of calling options.

- **Professional Services for UC&C –** This offering will allow you to purchase specific flat rate packages either as an NRC or MRC to help deploy UC&C services with differing configurations options for users, sites, call queues, desk phones and auto-attendants.

Why Lumen?

Lumen is committed to be the trusted advisor whose service delivery model aligns to your business objectives, not the other way around. We help design and implement your UC&C imperatives so you can focus on growing your business and deliver an exceptional customer experience, maximizing your ROI.

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