

## Have everything you need in one place with Lumen and Microsoft

Lots of enterprises are adding voice to Microsoft Teams because it gives their workers all they need in a single platform. While employees may be distributed in offices, homes and many other locations, Microsoft Teams Phone puts their communication needs on a single screen—whatever device they use.

If you have a Microsoft 365 license, you're one step closer to adding voice to Teams. With Lumen, you get a single, expert telecoms partner who can help ensure that you get the maximum business value from your investment in Teams. Everything you need is finally in one place.

### Let Lumen liberate your IT resources

Over the past two years, the need to support hybrid or remote workforces has begun to weigh heavily on IT resources.

Offloading management of Teams to Lumen enables your IT resources to focus on your core business, while also providing built-in security, direct routing and analytics.



### Connected and secure

Lumen manages and operates one of the largest, most connected, most deeply peered networks in the world, and is continually evolving to incorporate new, more efficient technology—all while staying secure.<sup>1</sup>

That's because security is embedded within the Lumen network, meaning communications between your employees and customers are reliably protected.

### Direct routing: flexible and fully managed

Direct Routing is a fully managed service designed for companies that want to use Microsoft Teams calling but still want to control which external provider they use for voice.



#### Direct Routing enables you to:

- Connect to the Public Switched Telephone Network (PSTN) outside of Teams using either cloud-based or on-premises SBC (Session Border Controller) technology for direct routing.
- Manage the connection between their SIP trunk or PSTN solution and their Microsoft Teams cloud.

#### Some companies prefer to use the Lumen network, which is also an option. If you already have your own PSTN provider, simply bring your own SIP, and Lumen will:

- Route other voice providers to your Teams cloud.
- Continually manage the voice numbers in the cloud SBC.

**75% of organizations using cloud-based UC&C indicated improved remote/hybrid worker productivity.<sup>2</sup>**

### Real-time performance insights

Quickly understand how your applications—including Teams—are performing. Unify Square PowerSuite™ is an advanced reporting and analytics application that uses machine learning, AI and predictive analytics to monitor and analyze user and performance data (among other things) on Teams.

You're provided with real-time visibility into the network environment and ready-made dashboards, enabling you to quickly identify any performance issues.



Not everyone can do network, security, global routing, analytics and integration—all in one package—but Lumen can. By adding voice to Microsoft Teams, you get all the collaboration tools you need on a single platform—and with Lumen, you get all the support you need from a single provider.

[Get in touch with a Lumen Specialist today.](#)

<sup>1</sup> The Center for Applied Internet Data Analysis, AS Rank, May 1, 2022.<sup>2</sup> IDC Lumen Voice/UC&C Study March 2022

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