Lumen Solutions for Cisco Unified Communications Manager Cloud

Achieve your business strategy with enterprise-grade cloud calling and collaboration

Lumen Solutions for Cisco Unified Communications Manager Cloud (UCMC) delivers a comprehensive, enterprise unified communications and collaboration service from the Cisco cloud. This solution helps your business gain a competitive advantage by empowering your workforce with effective communications tools. It helps save money by maximizing your efficiency via a single-sourced solution. Lumen is the sole point of responsibility for delivery and ongoing support, improving reliability when coupled with Cisco's experience and expertise.

" Companies who consolidated UC&C apps with Lumen saw an average 28 percent savings in operational costs."

— *Employee, Customer Experience Transformations Deliver Measurable Value, Metrigy, Q3 2020*

Maximize your ROI

- Lower your total cost of ownership by avoiding large capital expenditures, ongoing maintenance, and higher IT staff and training costs. This consistent, license-based model includes upgrades for valuable budget predictability.

Have confidence in the solution

- Lumen's extensive experience in supporting enterprise UC&C solutions is backed by Cisco's collaboration technology. A dedicated team with global operations helps ensure a worry-free install and support experience.

Enhanced experience

- Seamless cloud connectivity through a single provider utilizing the Lumen global network and 24/7 support helps drive an improved customer and stakeholder experience.

Common Enterprise Use Cases

- Desire to move to a cloud based, unified, global solution for calling, communications, and collaboration.

- Existing network infrastructure can't support increasing bandwidth needs and doesn't scale effectively.

- Transitioning into or away from hybrid work environments, supporting agile and mobile workforce demands.
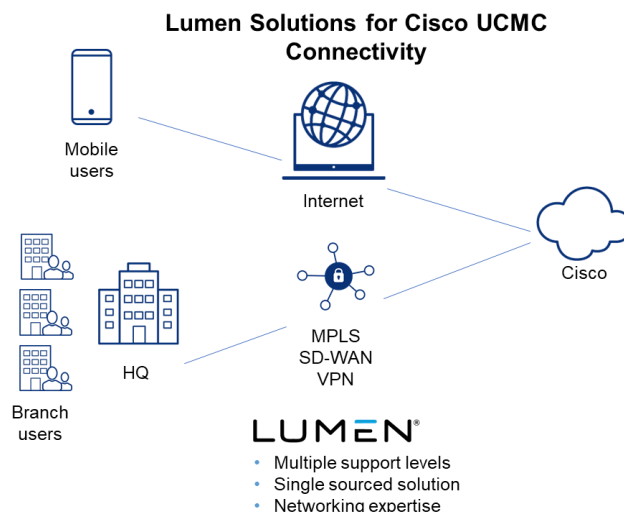
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Features and Specs

Lumen Solutions for Cisco UCMC is a cloud-based service, meaning you no longer need to host telephony equipment on your premises.

Lumen Solutions for Cisco UCMC platform offers customized support service levels based on your needs:

- **Core** service where you have full control of the environment, like an on-premises UCM but now hosted in the cloud.

- **Plus** service allows you to select managed services from Lumen such as migration assistance, your choice of support levels, and an intuitive administrative management portal.

- **Fully Managed** service allows you to completely outsource the migration, operation, and management of the UCMC environment to Lumen, providing a full management experience.

License features include:

- Calling - voice and video
- Messaging - voicemail and integrated messaging
- Cisco Webex integration
- Instant messaging and presence
- Mobility
- Mobile, remote, and over-the-top (OTT) access
- Emergency call handling
- Collaboration phones and endpoints
- Public switched telephone network (PSTN) access
- Network connectivity
- Global availability
- Global 24/7 support
- Dedicated account team

Lumen Solutions for Cisco UCMC Connectivity

Mobile users

Internet

Cisco

Branch users

HQ

MPLS SD-WAN VPN

LUMEN®

- Multiple support levels
- Single sourced solution
- Networking expertise

Why Lumen?

Lumen Solutions for Cisco Unified Communications Manager Cloud is a secure, easy, effective way to engage with customers, partners, and employees to drive growth and innovation virtually anywhere, any time, and in any way. You receive both seamless access to today's most advanced communications capabilities and dedicated Lumen support every step of the way.

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