

Lumen Solutions for Microsoft Teams

Get simplified and fully managed enterprise calling for Microsoft Teams with Lumen

As organizations continue to adopt hybrid work environments, many don't have a solution for seamless internal and external communications. Microsoft Teams Phone solves that problem. As a feature of the M365 license,** Teams Phone enables your employees to call anyone inside and outside the organization from virtually anywhere while enjoying all the collaboration features Teams offers in a single solution. While Microsoft Teams provides the hub for communication and teamwork, Lumen can minimize the complexity of implementing and managing Teams by being your single, experienced partner who offers secure, reliable connectivity and advanced support.



Simplify communication

Bring together calling chat, and meetings in an all-in-one app



Anywhere, anytime

Enable connections with a phone number across devices



Rich calling features

Extensive features such as call park, auto-attendant, call queues etc.



Streamline management

Single administration center to add, monitor and manage calling

Lumen provides a single, managed UC&C solution for all your collaboration needs.



Lumen Solutions for Microsoft Teams helps you collaborate securely and reliably with a powerful, IP-centric global network. Lumen experts offer end-to-end migration and management of MS Teams—streamlining your solution with single vendor that can provide enhanced reporting and analytics to help improve your ROI.

Using Teams Phone helps organizations save time, reduce costs, and improve business performance.

\$8M

Time saved by improved communication *

\$1.0M

Saved in telephony support and maintenance by replacing legacy voice solutions *

\$11.6M

Net benefit for enterprises when switching to MS Teams*

*Over three years. Source: Forrester Total Economic Impact™ Of Microsoft Teams Phone, December 2022

**e3 and e5 M365 licenses only

Network

- Carries 15B voice minutes, on avg., per month
- SIP and ISDN signaled services with no additional network layers, hops, or dependencies
- Presence across North America, EMEA, APAC and LATAM regions

Professional services

- End-to-end deployment, including project management and user adoption
- Voice Solutions Center for Lumen® SIP Trunk with Voice Complete®

Global direct routing

- Leverage current voice environments and investments with our Direct Routing services for a cost-effective journey to the cloud

Analytics

- ML-based predictive analytics, actionable insights, benchmarking, end-user quality analytics, and number management
- 'Out-of-the-box' dashboards so customer support teams can address end-user escalations

Integrations

- Other cloud calling platforms or legacy technologies through cloud-video interop
- Call center solution: Genesys, or Talkdesk

Managed Services

- 24/7 support team
- Phone System tenant management
- Platform monitoring
- Lifecycle account support

What to expect from Lumen Solutions for Microsoft Teams



Dedicated support

Leverage an expansive global network, 24/7 operations and dedicated support teams.



Lower TCO

Avoid large capital investments, ongoing maintenance and high IT expenses.



Flexible options

Support changing business demands with cloud services and user-based pricing. Get ongoing management and updates.



Why Lumen?

Lumen is a Microsoft Partner Azure Expert MSP. Lumen Solutions for Microsoft Teams allows businesses to enjoy all the benefits of cloud communications and collaboration over one of the world's most connected, highly secure global networks. Lumen will migrate, configure and maintain MS Teams customers' virtual and existing telephony and offer enhanced reporting and analytics. Our unique UC&C Lumen® Enablement Services wrapper includes options such as adoption and premises consulting services, professional services, SIP connectivity, and more to support customers every step of the way.