Lumen® Managed & Professional Services

Network & Communications

Enable your digital success with advisory, project and ongoing management expertise from a global network operator

Applications and data are increasingly distributed, diverse and global. Patterns of work and communication are more mobile and more remote than ever, and they continue to change year by year, making network design, optimization and maintenance a huge challenge. Nevertheless, your digital initiatives depend on enhancing communication and collaboration at home and around the world, so the health of your network can never waver.

76% of heads of IT say it is challenging to find the right balance between business innovation and operational excellence.[1]

Lumen Managed & Professional Services

The Lumen advantage

Our Network & Communications practice provides a capable services partner to amplify thoughtful moves to digital on our resilient, low-latency, security-enabled Lumen Platform. We provide services that enable the security, accessibility, scale and optimized bandwidth needed to help you connect, collaborate, create amazing customer and user experiences, while lowering total cost of ownership and driving growth.

In order to succeed, you must be prepared to address:

Performance issues: It's exceedingly difficult to ensure scale and minimize latency as you expand your mobile and remote presence toward the edge.

Expensive unpredictability: New systems can take performance hits when they're scaled, especially in edge scenarios. Emerging new-generation applications need to live where they will perform best, in the best execution venue and with the lowest latency given the compute power required.

IT inertia: You must minimize the burdens of managing technical debt while simultaneously becoming more responsive. Having to maintain new and legacy skill sets saps resources and budget.

Daunting data barriers: Increased system diversity makes it more complicated to access, collect, store, manage and manipulate sufficient data from the cloud to the edge to get the insights you need for contextual user experiences.

LUMEN®

What we do:

Connect everywhere: We deliver adaptable, scalable, high-bandwidth connectivity for critical data and apps via flexible, on-demand software-defined networking that intelligently adjusts to real-time capacity needs, automates responses and seamlessly connects to top cloud providers.

Make data analytics easier: We provide the infrastructure you need to acquire, analyze and act on data more effectively and quickly.

Optimize networks: We design and build secure, high-performance networks to support the future of enterprise work and digital engagement.

What we offer:

Advisory engagements
- Network transformation consulting:
  - Network discovery
  - Performance assessment
  - Design and engineering implementation
  - Network automation
  - SASE
- Contact center (CC)/ unified communications and collaboration (UCC) consulting
- Implementation management services

Project-based efforts
- Site surveys (physical/wireless/wifi)
- Site infrastructure services:
  - Inside/Outside plant
- Equipment installation, test and turn-up
- Data center relocations
- Contact center migrations
- UCC design, implementation, training and governance

Ongoing support
- Monitor, manage and optimize
- Break fix/critical spares
- Ticketing and incident management
- Service requests management
- Dedicated NOC

Leverage our certified experts with network transformation and implementation experience and our global infrastructure to find operational efficiencies for your core networks, wireless connectivity and more.

Lumen Partners

VERSA NETWORKS · itential · CLOUDGENIX · paloalto NETWORKS · ADTRAN · vmware

aruba a Hewlett Packard Enterprise company · FORTINET · JUNIPER NETWORKS · CISCO · cradlepoint · f5 · Hewlett Packard Enterprise

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