

LUMEN®

# Lumen® Managed Network Services

Datasheet



# Lumen Managed Network Services

Experts provide a comprehensive suite of AI-enabled IT solutions designed to protect and scale your technology while optimizing efficiencies, performance, and productivity.

With enhanced infrastructure, advanced cyber capabilities, and exceptional customer support, we can help keep your network secure and technical operations seamless.

## Common Use Cases

1

**Enhance Network and IT Posture** with integrated monitoring, automated threat detection, and transparent governance to help maintain network reliability.

3

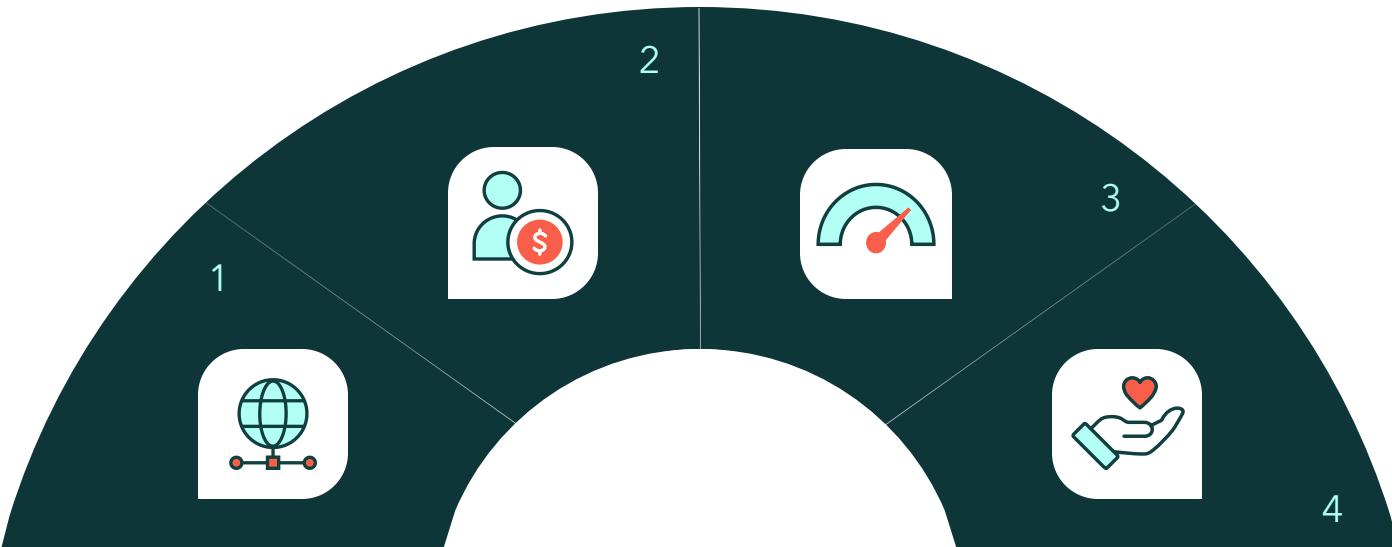
**Repurpose Internal IT Performance** offloading IT operations with advanced monitoring and automation tools, allowing teams to focus on innovation, strategy, and more.

2

**Minimize IT Operational Costs** and drive efficiency with 'cloudified' flexible delivery and staffing models available.

4

**Maintain Operational Excellence** with performance benchmarks, SLA tracking, and live visibility across infrastructure, applications, and users – all backed by 24/7 in-time zone support.



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...The Lumen team was **accessible** and **earnest** in striving for and achieving successful project objectives.



### Dynamic Solutions

Our customizable AI-powered solutions adapt to your unique business goals at every step of technological development and implementation. Unit and workload-based pricing help you scale with confidence and control.



### Robust Governance

Stay aligned and informed with weekly, monthly, and quarterly service meetings that provide updates on data, performance, and evolving tech capabilities. Your team also receives daily, weekly, and monthly reports to keep all stakeholders on track and in sync.



### 360° Customer Support

24/7 in-time-zone support to help ensure uninterrupted coverage and operations. A single point of coordination streamlines communication and helps deliver consistently exceptional customer experiences.



## Features and Specs



### Configurable Delivery Models

- Right-shored support options and services
- Customized by domains for optimal IT integration
- Scalable resources based on workloads



### Comprehensive Control

- Centralized reporting with daily, weekly, and monthly updates and transparent dashboards
- ITIL-based framework with accountability
- Visibility of infrastructure, applications, and users



### Guided Intelligence

- AI-enabled insights to optimize workload distribution and service benchmarking
- Proactive monitoring, performance tuning, and resource usage analytics
- Root-cause analysis and incident tracking



### IT & Operational Optimization

- Ongoing predictable costing model and workload-based pricing
- Automation helps reduce manual tasks and errors
- Streamlined ticketing, resolution, and escalations
- Standardized solutions mitigate risk with ongoing performance improvement.

## Why Lumen?

In today's digital environment, operational complexity and risk are rapidly evolving. LMNS provides a strategic foundation for resilience, agility, and growth and combines flexible delivery, proactive governance, AI, and built-in intelligence to optimize performance, help reduce costs, and safeguard IT ecosystems.

Strategic Delivery | Scalable Solutions | Comprehensive Oversight

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