

# Lumen<sup>SM</sup> Managed Network Services

Improve your operational and cost efficiencies, simplify network management and focus on growing your business by leveraging Lumen Managed Network Services.

In today's dynamic business world, organizations are dependent on their valuable IT resources to deliver on the growth and transformation initiatives that drive a superior customer experience. As organizations progress with their digitization strategy, it is critical to avoid the risk of taking precious IT resources off these key initiatives to support day to day IT operational issues. As a result there is an increasing trend to outsource IT operations such as network management.

Lumen's Managed Network Services provides comprehensive premise data and voice management solutions for your global wide area network that are backed by a team of experts around the clock, 365 days per year.

## **Our team is your team**

By leveraging our team of Managed Services experts, you can help reduce capital expenditures and effectively balance the productivity of your IT resources. Allow us to become an extension of your IT staff. We will support expansion to new sites, bandwidth and equipment upgrades and other complex network issues so you can focus on your core business.

## **Business solutions**

### **One provider to meet local and global countries worldwide**

Lumen can simplify network management and lessen the need for multiple providers resulting in reduced administration and costs needs. With 24/7 customer Network Operation Centers in Europe, U.S. and Latin America, Lumen can simplify network management and lessen the need for multiple providers resulting in reduced administration costs.

### **Cost savings and productivity gains**

Reduce your capital outlay for hardware and control staffing needs by leveraging Lumen experts to design, install, manage and maintain your network. Meet your budget goals with solutions that are optimally designed to support converged applications.

### **Flexibility**

Comprehensive management of Lumen-provided or customer-provided equipment. Solutions include MPLS/ IP VPN and internet services with data and voice. Diverse and secure backup solutions available to meet your business objectives.

## **Global experience, reliability and control**

We manage end-points across the globe; 24/7 network monitoring alerts and alarms with proactive notification. We serve as a single point of contact for service delivery and total life-cycle management. A self-service customer portal dashboard is available for performance reporting, network health monitoring, service management, billing, and SLA management.

## **Consultative and collaborative approach to support your business growth**

Our team of experts can help you grow your business and evolve your network by removing management complexities. Optimize your network to drive further cost savings. Smoothly transition into a managed environment with Lumen's Professional Services team.



## Managed Network Service options:

- Comprehensive management
- Turnkey service that includes design, procurement, installation, configuration, implementation, management and 24/7 monitoring and maintenance

### Equipment options

Lumen - or customer - provided, we offer Cisco routers (Globally), Adtran Integrated Access Devices, Routers and Session Border Controllers (U.S. Only).

### Network Services

MPLS/IP VPN, internet, SIP-Trunking Key Features: BGP, QOS, FR, HDLC, PPP, PPPoE, MLPPP, DSL, IPSec, VPN, DIA, TDM-VOIP, FXS, FXO, PRI, HSRP, VRRP, EIGRP and OSPF.

### Proactive Notification

Automated alarming, customer notification and ticketing.

### Secure Backup Solutions

High Availability Solutions Available e.g., 4G/LTE, Cellular, Cable, DSL.

### Secure Portal Access

Mylevel3SM Portal provides a dashboard view for performance reporting, network health monitoring, service, order, billing and SLA management.

### Professional Services

Specialized services available globally—network audits, migration planning, site readiness and project management, service, order, billing and SLA management.

## Why Choose Lumen for Managed Network Services?



### Reach

Local-to-global presence, experience and reliability when and where you need us.



### Flexible

Service options that allow you to control your user experience.



### Focus

Collaborative and transparent solutions designed by a non-incumbent global network operator focused on managed WAN services.



### Efficiency

Drive cost savings with a range of flexible managed data and voice solutions tailored to your needs.

