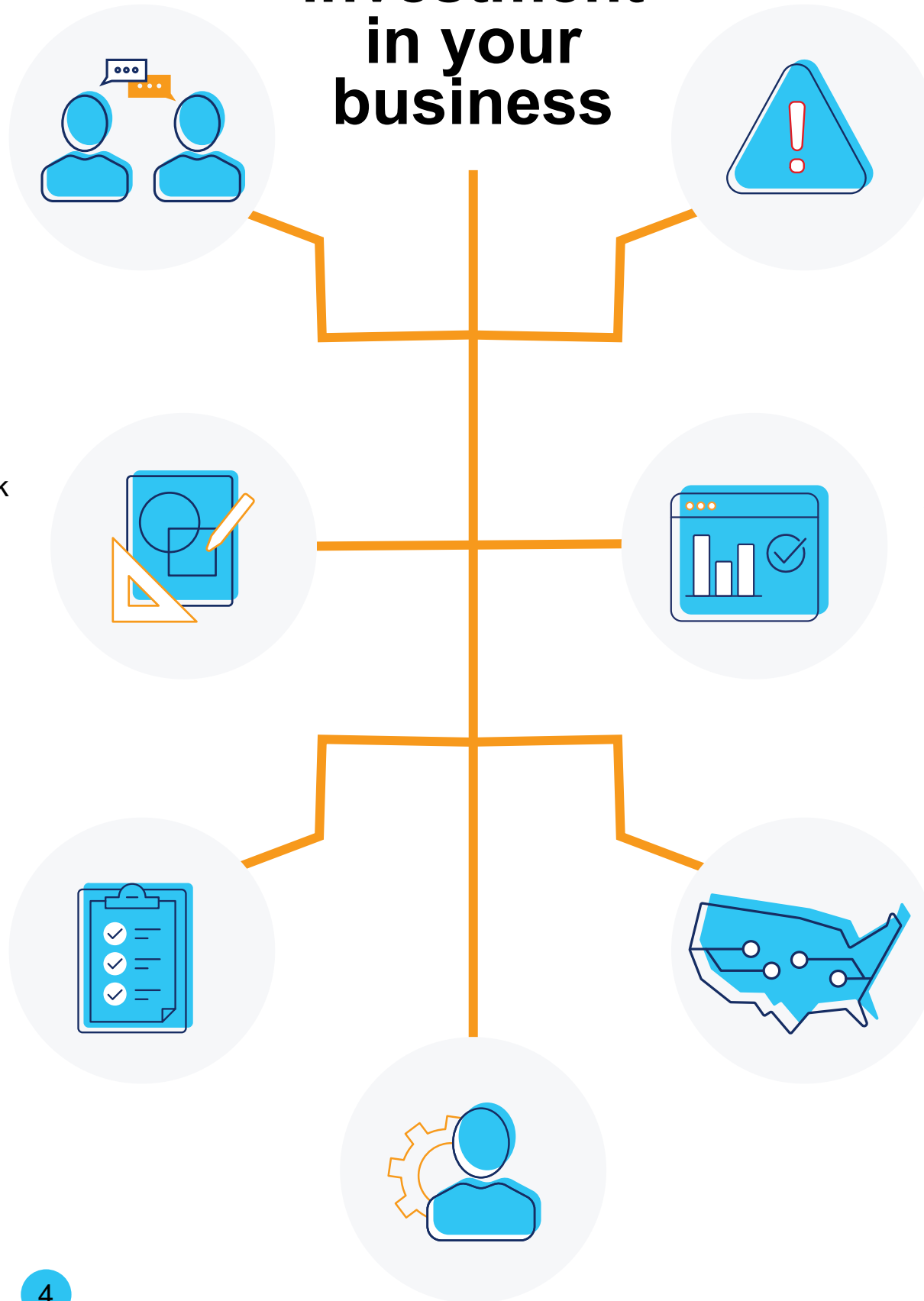


How Lumen Pro helps business grow

Transformation is a scary journey to embark on. Trust Lumen to stand by you as an advisor and partner to help guide the experience. Lumen Pro-managed service touches every decision point along the way. From conception through course correction, we are there to offer support when and where you need it.

Lumen Pro-managed investment in your business



1

Before you begin

Unsure if you are ready to evolve your network and security? Lumen can provide an assessment to get you started.

A dedicated single point of contact project manager is assigned to oversee your solution implementation and ensure that all requirements are covered.

2

Design and configuration

Designing a new approach to network and security can be a challenge. Our team of experts will collaborate with you to deliver Lumen services that drive value and address challenges your business is facing.

3

Solution set-up

Design is done and you are ready to get started. Lumen is working in the background to streamline and support the process.

The first step is configuration based on your design phase input. Your service is configured for you by Lumen for simplified adoption.

Following service delivery, we will walk you through assignment of your pre-defined policies within the service partner portal you have chosen.

4

Professional Installation

Many of our solutions can offer zero-touch installation when you boot them up for the first time or can be added with a simple software connection.

However, there are times when installation, including inside wiring and building extension, site surveys, and integration with other services may be desired. Lumen supports professional installation by customer request.

7

Incident reporting and resolution

Unforeseen problems occur. Lumen takes a proactive approach to addressing them. We provide a robust reporting platform that supports the customer creation of trouble tickets. We follow-up with online progress reports and resolution communication.

6

Solution monitoring and maintenance

As a Pro-managed solution, Lumen provides around the clock monitoring of our solution for any possible issues that may occur. We automatically keep your service up to date with the latest upgrades, licensing, and security without disruption to your business.

5

Network management

Your network foundation is one of the most important assets your business has. Changes can result in cascading impacts to security, availability, performance, and productivity.

Operating one of the most highly peered networks in the world, Lumen has the experience and expertise to create and fully manage your next generation network design, integration, and service delivery availability and performance backed by SLAs.