Lumen® SASE Solutions for the Retail Industry

Fully converged. Flexibly managed.

Lumen® SASE Solutions provide retailers with secure access to both cloud-based SaaS and web applications and secure PCI/DSS compliant data delivered over a centralized, managed experience supporting retail branch and remote locations and devices - all backed by the Lumen Platform and expertise. As retailers continue to innovate with features like mobile apps, contactless checkout and enhanced ecommerce, Lumen SASE Solutions allow for:

- optimized control over in-store and ecommerce security operations and network traffic;
- simplified deployment with service delivery automation;
- balanced traffic across multiple networks.

Self- and Pro-Managed service options help maximize productivity, freeing up IT resources, store managers and floor staff.

Increase visibility and control

Enhance the shopping experience with centralized network and security policy management to increase visibility and control over application access and optimize application performance for your distributed sales and retail staff.

Simplify deployment and management

Easily manage your service with our centralized experience—or let Lumen handle the monitoring and updates for you. Design each of your retail locations to provide flexible connections from store locations to headquarters, private data centers and cloud partners.

Dynamically scale your network and security

Best-in-breed network and security management software offerings make it easy to add store locations, apps and users. Scale quickly and offer goods and services to more shoppers. Provide secure connections for the display floor, guest WiFi and staff access and protect inventory with fully-managed switching, cameras and security.

98% of retailers surveyed currently use or plan to migrate their legacy network to SD-WAN in the next two years.[1]

Use Cases

- Securing access for highly distributed sales and retail staff and tailoring access to sensitive applications and resources for select users
- Managing a cloud transition and replacing multiple network and security appliances and portals, uniting physical and digital strategies for retail growth
- Providing a seamless retail application experience for staff and customers, presenting one brand identity with simplified, centralized management tools

LUMEN®
TECHNOLOGIES

Service Options

Lumen provides a comprehensive SASE solution with multi-layered management, beginning with our online marketplace design and purchase experience. We offer Self- and Pro-Managed service options to address your unique operational needs.

Design and Implementation Services	Self-Managed		Pro-Managed	
Description	Customer	Lumen	Customer	Lumen
Collect network assets information including WAN/LAN details and network topology	•		•	•
Map network assets	•			•
Customize network profiles and policies	•		•	•
Customize security profiles for next-gen firewall; secure web gateway, zero trust network, and remote access rule-based security and internet policies	•		•	•
Custom design site profile for creation of site-specific or site-type-specific design profiles	•			•
Build configuration in partner portal	•			•
Automated Zero Touch Provisioning (ZTP) of preconfigured device	•		•	
Test, turn-up and activation validates Lumen SASE Solutions is online, configured & tested	•		•	•
Redundant configuration and activation of two devices or VMs acting in a redundant pair	•		•	•
Documentation and knowledge transfer available in the Lumen SASE Manager		•		•
Standard project plan for product lifecycle service implementation	•			•

Monitoring, Incident Response and Change Management Services	Self-Managed		Pro-Managed	
Description	Customer	Lumen	Customer	Lumen
Proactive device, software and interface monitoring status (up/down)	•			•
Configuration of standard logs, reports of security events, environment and routing events	•			•
Configuration of standard health and availability status dashboards (up/down)	•			•
Setting up Lumen SASE Solutions status and availability alerts	•			•
Self-service alert notifications configured by the customer	•		•	
Auto ticket notification				•
Lumen overlay network monitoring of alerts				•
Unplanned interruption or reduction in quality to service support for device, cloud, network or SASE software	•			•
CPE break/fix (RMA) — Warranty support for failed devices and replacement requests	•	•	•	•
Change management for network and/or security profiles and policies — 5 per month for Pro-Managed and unlimited for Self-Managed	•		•	•
Configuration management — Backup of existing configuration		•		•
Configuration management — Restoration of existing configuration	•			•
Software patch management — Support for periodic software upgrades	•			•
Capacity management — Review and revision of bandwidth and performance policies	•		•	•
Security signature updates — Configure the update of security threats on a regular interval		•		•

LUMEN®
TECHNOLOGIES

Features

Lumen partners with leading network, cloud, equipment and security providers, including Fortinet and VMWare, to support specific customer demands.

Firewall as a Service (FWaaS)

- Next Generation (L7)
- Stateful (L4)
- URL Content Filtering
- Anti-Virus
- IPS/IDS
- DOS Protection
- DNS Proxy and Security
- File Filtering and DLP
- User Group based policies with support
- for Active Directory and LDAP

Zero Trust Network Access (ZTNA)

- Secure Access Client
- Windows 10
- MacOS
- Portal and Gateway

Secure Web Gateway (SWG)

- URL Content Filtering
- Anti-Malware
- Applications Control
- Data Loss Protection (DLP)

SD-WAN

- Mesh and Hub and Spoke
- High availability
- QoS with application routing
- VPN support
- LTE
- Template-based provisioning
- Zero touch provisioning
- IPv6 support
- Lumen underlays available by request

Logging

- Integrated logging solution
- Log streaming to SIEM

Deployment

- Edge devices
- Virtual services
- AWS, Azure, Google and Alibaba cloud

Why Lumen?

Lumen IP Services combine proven performance with global internet reach and scalability. We operate a vast IP backbone enabling us to offer customers proven service, even for standard requirements. From low to high speeds, our IP services are designed to deliver maximum performance in virtually any location

866-352-0291 | lumen.com | info@lumen.com

LUMEN®
TECHNOLOGIES