

Managed UC&C Cloud: Lumen® Solutions for SBC-as-a-Service

Lumen Solutions for SBCaaS (Session Border Controller-as-a-Service) brings simplicity and security to your unified communications by consolidating services and endpoints into a single cohesive experience.

Lumen Solutions for SBC-as-a-Service (Session Border Controller-as-a-Service) is designed to help IT leaders overcome the challenges of legacy technologies. By co-creating solutions that are quick, secure, and effortless, Lumen enables businesses to drive growth and deliver seamless communication across platforms.

Trusted Platform

SBCaaS offer provides the scale, security, flexibility and high availability customers require.

Extensive Flexibility

SBCaaS has the capability to integrate with PBXs, Cloud Communications Providers, Contact Centers, SBCs, and most devices supporting SIP/RTP using IP authentication or Secure SIP and RTP.

Expertise You Can Rely On

Our team of experts has deep experience migrating, configuring and maintaining SBC's for our clients. Our distinctive UC&C Lumen® Enablement Services include service options such as adoption and premises consulting services, professional services, SIP connectivity, and more to support your business every step of the way.

World-Class Connectivity

Lumen's cloud-based voice calling capabilities route through one of the most connected, highly secure, and deeply peered global fiber networks in the world – handling over approximately 10.8 billion enterprise voice minutes on average per month.



"84% of organizations that have adopted cloud-based UC&C and voice solutions saw improved quality and reliability of communications and 83% noted increased productivity among remote/hybrid workers."

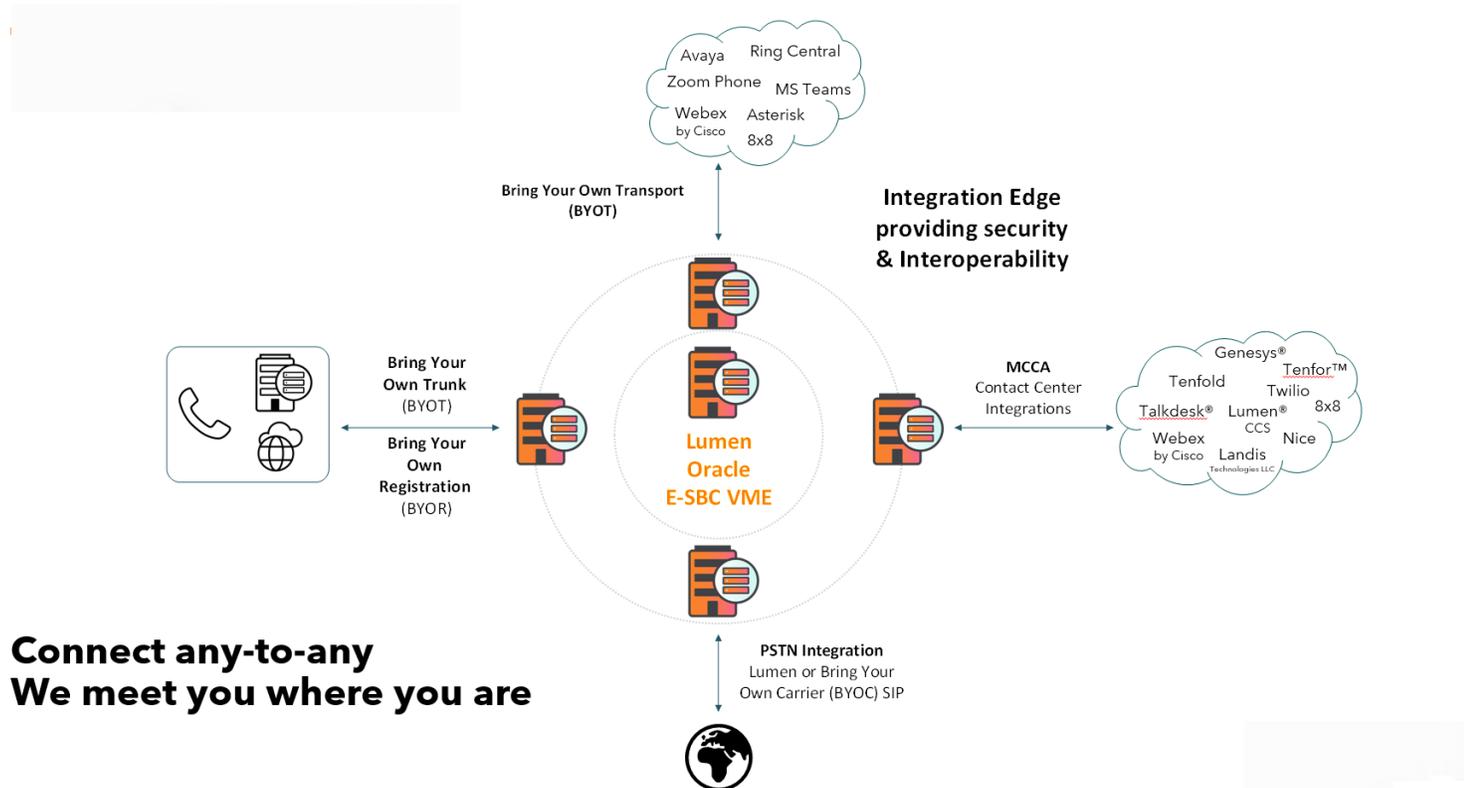
- IDC Research¹

¹Migrating Voice to the Cloud: Realizing Greater Business Effectiveness and Outcomes, May, 2025

Common use cases

- Customer has infrastructure that supports the SBCs that are being retired.
- Software upgrades and SBC changes are too time consuming.
- Customers want one provider from end to end from connectivity to the SBC application.

The Lumen Value



Lumen Experience

- Predictable spend with simple cost models; integrate existing environments for a cost-effective cloud journey.
- Dedicated UC&C experts for implementation, infrastructure setup, and ongoing management; shift service desk responsibilities to Lumen.
- Connect UC solutions with any provider; support for AI analytics, reporting, and call center integrations.
- Lumen Enablement Services offer consulting, managed cloud services, and adoption support to help ensure success.

Key Features

- **Trusted Platform:** Scale, security, flexibility, and high availability built in.
- **Maximum Flexibility:** Integrates with PBXs, Cloud Communication Providers, Contact Centers, and most SIP/RTP devices using IP authentication or Secure SIP/RTP.
- **Expertise You Can Rely On:** Deep experience in migration, configuration, and maintenance, supported by Lumen® Enablement Services.
- **World-Class Connectivity:** Voice traffic routed through one of the most connected, secure, and deeply peered global adaptive networks, handling over 7 billion enterprise voice minutes per quarter.

Specifications

Deployment Options:

SBCaaS Pro Managed- Shared platform

- A managed service on shared SBC infrastructure where customers can consume cloud-based services on our platform.
- Most flexible option and easiest setup.

SBCaaS Pro Managed- Dedicated Platform

- A managed service, dedicated SBC instance where the customer's SBC is not shared with other tenants.
- The dedicated instance can feature read-only access based upon customer requirements, providing visibility of service configuration and call traffic.
- Requires setup of virtual SBCs and minimums are applicable.

SBCaaS Self Authenticated- Dedicated Platform

- A self-administered service, dedicated SBC where the customer has read-write access to the SBC and is responsible for day-to-day configuration and administration.
- Different purchase models are available, including a standard option. Professional and elite models are also offered, providing training, consulting support hours, and SBC backup tailored to client needs..

Why Lumen?

With our Lumen Solutions for SBC-as-a-Service, Lumen helps customers maximize employee productivity and satisfaction, and create more seamless communication and collaboration across locations and platforms while maintaining the security and integrity of systems and data.