

Lumen® Tailored Managed Network Services

Customized network management for productivity and performance.

Lumen® Tailored Managed Network Services is a fully managed, customized solution that handles daily network management, monitoring and maintenance tasks. Comprehensive voice, data and security capabilities combined with flexible pricing and the power of the Lumen Network can free up your valuable resources for business-critical tasks and help keep your network running at peak performance.

Maximize agility and productivity

Get 24/7 dedicated service and support—onsite or centralized—from a single expert provider that leverages ITIL best practices to deliver exceptional business outcomes and support for changing business needs.

Enhance powerful customer experiences

Stay connected to your customers with the reliability and high availability of a Tier 1 global network, helping to keep your apps and services running at peak performance.

Low total cost of ownership

Minimize hardware and staffing costs and free up your valuable resources for business-critical tasks to focus on growth, not infrastructure and maintenance.

Let us design and deploy or manage your existing solution

Discovery

Understand business and technical architecture

Design review

Confirm components to meet requirements

Confirmation

Finalize details of configuration

Assembly

Install all components

Implementation

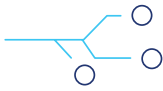
Perform final configuration testing and troubleshooting on all components

Install and turn-up

Desired outcome

Centralized management, cost control, improved collaboration and new business application adoption

Features and Specs



Managed data

- Continuous, proactive network monitoring and real-time notification of managed devices
- Implementation and configuration of routers and switches
- Fault management and escalation
- Full suite of online reporting capabilities
- Wireless LAN (WLAN) management and support



Managed voice

- Complete IP telephony including handsets, voicemail, switches/routers, IP call center and paging
- Unified communication and collaboration
 - Voice-enabled video
 - Voicemail and instant messaging
 - Mobility services
- IP private branch exchange (PBX)
- Integration with Lumen Contact Center platform
- Audio and video conferencing services
- 24/7 proactive management
 - Quality of service (QoS) monitoring
 - Notification and escalation
 - Remote monitoring of IP communication site components and interfaces



Managed security

- Distributed denial of service (DDoS) mitigation service
- Fault management and escalation
- Firewall policy between network and the internet
- IPSec VPN support
- Anti-virus
- Anti-spam
- URL filtering
- Network-based security
- Network access control

Why Lumen?

Lumen is a proven leader in seamlessly managing complex enterprise networks and equipment. We bring together the right people, technology and industry best practices to create a solution designed to accelerate performance everywhere you do business.