

# Lumen® Wavelengths - Topology Viewer

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Ushering in the era of the Customer Defined Experience

August 2021



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## Wavelengths overview

IT modernization and new applications are driving enterprises to rethink and rearchitect the network in support of business growth objectives and their digital aspirations. While digital transformation holds tremendous promise, it introduces an equal share of accountability for organizations to understand what is possible, then challenges and disrupts the status quo with the end game being to reimagine the customer experience.

These new adaptive networks built on technologies like wavelengths provide businesses with power to build and connect their digital platforms in support of creating unparalleled end-user control and experience. Combining software-defined and optical networking technologies can put businesses in command of their environment and enable them to control their network in an unprecedented fashion.

Lumen® Wavelength Service is helping to transform business by providing ultimate scalability with speeds up to 400 Gbps, global network coverage, efficient network operations, economical costs, and a consultative design approach.

## Topology Viewer overview

Lumen has created a new application in support of its powerful Wavelength product suite – Topology Viewer. This application enables new and existing Lumen North American Wavelength customers to take control and play a role in designing & building their wavelength services in support of their digital endeavors. Customers can access Topology Viewer via Control Center, and once in the User Interface, can simply select the proposed A-Z termination locations along with other basic design attributes (bandwidth, includes, excludes and, diversity) and the application will generate a proposed design path which can be saved and routed to a Sales Engineer for review and quoting.

This can be done for existing location combinations where customers already have wave services and need additional capacity that may or may not have diversity requirements, as well as new locations in support of augmenting their network infrastructure. With its user-friendly interface and stylized, graphical map view, Topology Viewer is another step towards creating a Customer Defined Experience.

This isn't a singular roll-out either, future releases enhancing the application will occur throughout 2021 which will continue to provide refinements. This is just the beginning!

## Customer perspectives

The beta phase of Topology Viewer received positive feedback from customers using the tool. For example,

A Supplier Manager working for a technology integrator in the information systems and technology services industry commented:

“That would do for me - now all of a sudden, I don't need to get an engineer to write a service order for a request for quote, I can just ask for it. There's a lot of steps just to get a quote. And it's a lot of work. It's almost like engineering it”

Here is another quote:

A Network Manager for an organization that performs network assessments for customer networks (e.g. - information security assessments)

“This would be really useful if I was trying to set up something (for) a new location, that I had never been to before. You can click ‘Request a quote’ which could be really convenient to just request a quote right there without having to get on the phone with someone. So that's time saving and convenient.”

## Benefits to using Topology Viewer

There are several key benefits for our customers when using the Topology Viewer application:

- **Knowledge** – Enhances our customer's understanding of our capabilities and empowers them to take an active role in planning, solutioning, and evolving their optical network in support of their digital platform.
- **Transparency** – Gives insight into the Lumen Dense Wavelength Division Multiplexing (DWDM) network, which offers customers more visibility and control of their own network.
- **Efficiency** – Streamlines the design process and increases collaboration.
- **Commitment** - Reinforces Lumen's commitment to enhance and refine the Customer Experience.
- **Consistency** - Promotes a predictable and balanced approach for customers maintaining their network.
- **Communications** – Empowers customers to work with and communicate with Lumen on a more technical level. This enables more meaningful communications.
- **User experience** – Routes a customer's unique requests to the Lumen team focused on that customer's account, not to a general support team.

The Topology Viewer application is now available to all Lumen Wavelengths North American customers and can be used to explore wavelength routing options in North America. For specifics on using the Topology Viewer tool, please consult the User Manual for further questions.