

Future-ready communication and collaboration

In today's ever-changing work environment with dispersed, global workforces, real-time unified communications and collaboration (UC&C) is a necessity. However, many enterprises find their current communication infrastructure to be a complicated ecosystem of software tools, disparate networks and incompatible legacy equipment.

New UC&C capabilities are rich with possibilities for efficiency, future readiness and more predictable costs. But the complex migration to these empowering technologies requires an experienced provider. Wherever you are in your journey, Lumen can help you make the right choices simply, cost-effectively and at your own pace.



By 2024 hybrid work arrangements will be even more prevalent as 84% of employees will work at least some of the time in an office setting.¹

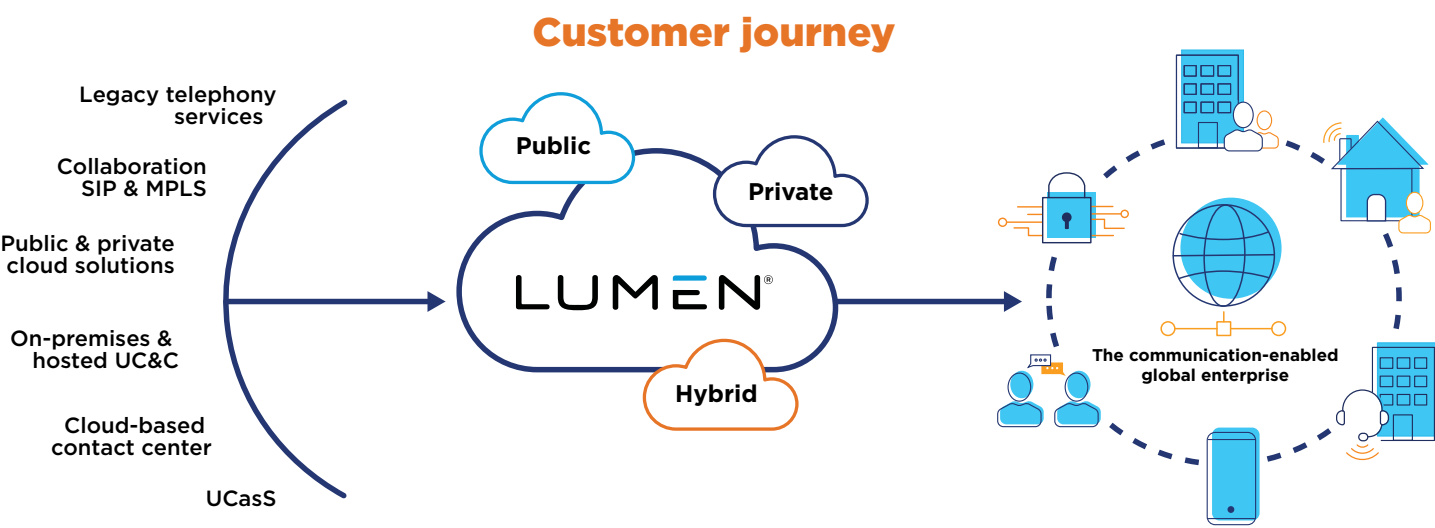
Key challenges at a glance

The software applications that enable point-to-point and multi-party conversations are increasingly complex for enterprise IT departments to manage and integrate. As our customers seek to replace or incorporate their siloed legacy collaboration services into efficient, streamlined UC&C solutions, they face a number of challenges:

- Adopting innovation without impacting workers and customers
- Shifting the burden of managing communications to your providers
- Selecting providers that deliver exceptional service experience after activation
- Leveraging existing investments during transition
- Creating a highly secure, reliable user experience
- Investing in the right services from a growing field of technology providers (Microsoft, Cisco, AWS, Zoom, Google and others)

The Lumen value

Achieving business-critical UC&C is not just one stop, it's a journey to value.



Wherever you are in your transition from legacy communication services to efficient UC&C capabilities, Lumen can help you navigate the increasingly complex environment of technology choices, workforce adoption and applications.

We help you transition at your own pace with proven strategies that minimize the risk of disruptions and downtime.

Experience. Knowledge. Demonstrated advantages.



Tailored solutions for all points along the customer journey



An exceptional user experience **through global scale and optimized control, reliability and security**



Relationships and expansion opportunities with **leading technology providers**



Security built into everything we do



Experience in addressing **mixed technology customer environments**

Lumen in action: a use case

Challenges:

- Running out of private bandwidth
- Having an end-of-life private branch exchange (PBX)
- Managing multiple service providers
- Needing a better end user collaboration experience



Requirements:

- Move to a unified global UC&C solution
- Work with a single vendor—not many
- Find a managed solution with end-to-end support
- Refresh and right-size the network to address user bandwidth and redundancy

How Lumen can help

Certifications and deep relationships with leading technology providers, as well as deep experience delivering **quality of service (QoS) on a global scale**

Single vendor accountability and end-to-end customer support, including a **proactive post sales support experience**

Managed UC&C for **low total cost of ownership** (reduced support resources; no on-premises data center technology or footprint to manage)

75% of organizations using cloud-based UC&C report increased operational efficiencies such as better agility to meet business demands.¹

Learn more about Lumen

Lumen Solutions for Zoom

Lumen Solutions for Zoom combines Zoom's video-first unified communications platform along with a secure, IP-centric network and years of UC&C experience from Lumen to deliver a comprehensive application in a secure, confident and efficient way.

Lumen Solutions for Webex

A collaboration solution that brings people together anytime from virtually anywhere, creating personalized, intelligent, and inclusive experiences for your hybrid workforce delivered by Lumen.

Lumen® Enablement Services

Lumen Enablement Services for UC&C is a service suite which focuses on primary pillars to assist you in evaluating and implementing your UC&C needs. Choosing the right collaboration solution is the first step for ensuring that enterprises get the most out of their solution. From adoption and consulting services to reporting and connectivity options, Lumen can help set you up for success.

[See our UC&C solutions](#)

Lumen Solutions for Microsoft Teams

Cost-effectively collaborate virtually anywhere with Teams cloud-based video, calling, and messaging delivered over our secure global network. Minimize costs and keep your preferred voice calling plan with Lumen Direct Routing. We can handle the complexity of configuration, migration, and maintenance for you and advanced analytics for actionable insights.

Lumen® Cloud Communications

Lumen Cloud Communications delivers a unified communications and collaboration product suite with the flexibility to meet a wide range of user requirements, preferences and cloud readiness for small-medium businesses.