

Voice and Unified Communications & Collaboration Solutions

Transform collaboration for the future of your business.

What does your Voice and UC&C transformation entail?

Businesses are challenged to seamlessly connect mobile workers and respond to customers virtually anywhere, anytime. The need for an effective, cost-efficient and global communications and collaboration solution is greater now more than ever. To help increase both productivity and engagement as well as support collaboration, businesses need to invest in integrated voice and UC&C solutions that are easy to adopt, leverage and sustain.

Flexible working is the new expectation

In a mobile-centric, cloud-first and flexible working world, all forms of communication and collaboration need to be fully integrated.

Businesses need to make it simple for employees to interact because efficient collaboration empowers quick decision making, which helps improve productivity and employee satisfaction. Lumen® Voice and Unified Communications & Collaboration Solutions can help you future-ready your collaboration to allow your teams to work anytime, virtually anywhere, on any device.

“65% of businesses say flexible workspaces reduce CapEx/OpEx, help manage risk and consolidate their portfolio.”¹

VoIP vs. UCaaS: Which one is right for your business?

The answer depends on your organization's unique communication needs. While many organizations are shifting from legacy services to voice over internet protocol (VoIP), session initiated protocol (SIP) and Unified Communications as a Service (UCaaS), the transitions do not happen overnight. According to IDC, 53% of companies have deployed UCaaS, while 35% have premises-based UC and 11% have hosted UC deployments.²

To transform communications and collaboration for your business today, you need the right partner to help you examine your technology roadmap and network architecture, determine communications goals and evaluate features that deliver business value. Whether you choose to evolve your communications infrastructure using SIP trunking or moving services to the cloud, a successful migration depends on selecting a provider with the right expertise and flexible choices.



1. International Workplace Group: *Global Workplace Survey 2019*, 2019

2. IDC, *U.S. Enterprise Communications Survey*, 2019.

Lumen Voice and UC&C Solutions

We enable digital business by providing integrated services, tools and expertise.

Next-Generation Voice	UC&C	Contact Center	Traditional Voice
<ul style="list-style-type: none">• SIP Trunk with Voice Complete®• Hosted VoIP• IQ SIP Trunking	<ul style="list-style-type: none">• Zoom• Microsoft Teams• Cisco Hosted Collaboration Solution• Amazon Chime• Cisco Webex	<ul style="list-style-type: none">• Cloud Contact Center• Network Services & Applications• Contact Center and UC&C Consulting• Customer Premises Equipment (CPE)	<ul style="list-style-type: none">• Long Distance• Toll-Free• International Toll-Free Local Voice Services• Next-Generation 9-1-1

Features and capabilities

- A single global network provider with options for all points along the journey
- Flexible solutions that can coexist with your existing technology
- A simplified, streamlined digital cloud communications experience
- High-touch consultative engagements
- One of the largest IP backbones in the world, designed to help deliver low-latency voice and video experiences
- Integrated security to protect against cyberattacks

“ 46% of businesses plan to migrate TDM users to multitenant-hosted VoIP (public cloud).”³

Why Lumen?

With the rapidly changing marketplace and global workforce, you need a partner to help you transform your business. Lumen is committed to being a trusted partner to realizing your communication needs and priorities so you can focus on growing your business and improving customer experience. Reach out today for a free consultation with the Lumen team.

3. IDC, *Market Analysis Perspective: U.S. Enterprise Voice and UC&C Services*, September 2019.