Voice and Unified Communications & Collaboration Solutions

Transform collaboration for the future of your mid market business.

What does your Voice and UC&C transformation entail?

Mid market businesses are challenged to seamlessly connect hybrid work models 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 continue 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.

> " **77% of organizations using cloud-based UC&C report improved employee satisfaction and morale.**"[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, 61% of organizations that plan to use a cloud-based UC&C solution plan to increase their spending on a cloud-based UC&C solution in the next 12-24 months.[1]

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. IDC, *Lumen Voice/UC&C Study, Web Survey and IDI Results Readout*, March 2022.

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Lumen Voice and UC&C Solutions

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

Next-Generation Voice	UC&C	Contact Center	Managed and Professional Services
• SIP Trunk with Voice Complete® • Hosted VoIP • SIP Trunking • Next-Generation 9-1-1	• Lumen Solutions for Zoom • Lumen Solutions for Microsoft Teams • Lumen Solutions for Webex • Lumen Solutions for Webex Calling • Lumen Enablement Services	• Cloud Contact Center • Network Services & Applications • Lumen Solutions for Genesys Cloud • Lumen Solutions for Talkdesk	• Advisory engagements • Project-based efforts • Ongoing support

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

" **80% of organizations using a cloud-based UC&C solution are interested or extremely interested in working with a managed service provider"**[1]

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.

1. IDC, *Lumen Voice/UC&C Study, Web Survey and IDI Results Readout*, March 2022.

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