

Lumen® Solutions for Zoom

Seamless cloud collaboration anytime, virtually anywhere.

Businesses today need a secure, reliable way to stay connected and innovate from anywhere. Lumen Solutions for Zoom enables organizations to migrate from premises-based communication to the cloud securely and efficiently help boost productivity, agility, and customer engagement. This solution combines Zoom's video-first unified communications platform with Lumen's Tier 1 global network, managed services, and UC&C expertise, designed to deliver an exceptional experience for meetings, voice, and contact center.

With Zoom One, everything needed for collaboration: meetings, chat, phone, and whiteboard is bundled into an intuitive experience that simplifies management and accelerates onboarding. Lumen offers seamless integration, lifecycle support, and optimized performance across hybrid work environments.

End-to-End Managed Services

Lumen provides full lifecycle support—from planning and deployment to optimization and adoption so businesses can minimize complexity and risk while facilitating cloud migration.

Global Network Strength

Built on Lumen's Tier 1 IP backbone, the solution enables low latency, high reliability, and exceptional call quality for Zoom services worldwide, to help deliver a consistent experience for hybrid workforces.

Transparent & Low Costs

With license-based pricing and integrated services, organizations avoid large capital investments and can benefit from a lower total cost of ownership compared to traditional on-premises systems.

Simplified Billing & Single Vendor Experience

Lumen consolidates software, hardware, and services into one invoice, minimizing administrative overhead and making vendor management easy for IT teams.



"84% of organizations that have adopted cloud-based UC&C and voice solutions saw improved quality and reliability of communications and 83% noted increased productivity among remote/hybrid workers."

- IDC Research¹

Common use cases

- Seamless collaboration for remote and in-office teams
- Modernize telephony with Zoom Phone and Lumen's global connectivity
- Drive improved CSAT and reduced handling time with Zoom Contact Center and Lumen Managed Services
- Replace fragmented tools with an integrated solution for meetings, chat, and voice
- Accelerate transition from on-prem systems with expert guidance and transparent costs

Key Features and Specs

Zoom Meetings

- HD video/audio for up to 1,000 participants
- AI-generated searchable transcripts
- Multi-screen sharing, co-annotation, virtual backgrounds
- AES 256-bit encryption and TLS security
- Centralized IT management and remote assistance

Zoom Phone

- Seamless call elevation to Zoom Meetings
- Cloud calling options: BYOC, Lumen PSTN, Zoom plans
- Voicemail with speech-to-text transcription
- Global PSTN coverage in 40+ countries
- Advanced call handling: transfer, conference, auto attendant/IVR

Lumen Experience

- Combine software, hardware, and services into one package
- 24/7 operations and certified teams for deployment and lifecycle management
- Tier 1 backbone with SIP Connected Audio for exceptional call quality
- Advisory, onboarding, optimization, and adoption programs
- 500+ certifications and proven expertise in UC&C deployments

Why Lumen?

Lumen brings unmatched expertise and infrastructure to your collaboration strategy. As a Zoom Platinum Partner with over 500 certifications, Lumen combines global network superiority with end-to-end managed services to deliver secure, high-performance communication solutions. Our approach ensures predictable costs, simplified billing, and accelerated ROI helping organizations reduce complexity, improve productivity, and future-proof their unified communications environment.