

# Lumen<sup>SM</sup> Adaptive Networking and IT Solutions for healthcare providers

A new world of digital health care challenges and opportunities.

Faced with new entrants like Amazon, healthcare providers must leverage digital technologies and partners to stay relevant. At the same time, health systems have been facing revenue pressures and declining margins for years — a trend that is expected to persist. With the peak in healthcare merger activity, companies must rapidly integrate, decommission and consolidate disparate, legacy systems.

Healthcare providers can provide more personalized care, better engage with consumers and elevate the patient experience by digitally transforming — including offering customer apps, patient portals, personalized digital information kits and self-service check-in kiosks.

Data science opens tremendous opportunities to target preventative care, reduce readmissions and identify fraud — but a lack of knowledge of data management and advanced analytics is holding payers and providers back.

Bad actors, including nation states and criminal enterprises, are increasingly targeting healthcare. Healthcare is the most expensive industry when it comes to a data breach<sup>1</sup>, as the threat surface continues to expand, protecting confidential clinical, business and patient data is imperative.

## Lumen delivers network connectivity, IT solutions and consulting services to help healthcare providers in their digital transformation

- Remain competitive with an IT partner experienced across unified communications, IT consulting and managed services
- Better engage with consumers and elevate the patient experience with digital solutions such as patient portals, personalized digital information kits and self-service check-in kiosks
- Minimize readmissions and fraud by leveraging predictive analytics; make a programmatic shift to a data science enterprise so you can build, run and share big data sets and analytical models
- Build defense in-depth by protecting your business and customers with our connected security solutions



## Adaptive Networking and IT Solutions



### Networking

#### Network Services

- SD-WAN
- MPLS/IP VPN
- Hybrid WAN
- Internet
- Ethernet
- Wavelength

#### Business Bundles

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#### Business Internet Business Wi-Fi

#### Fiber and Internet

#### Managed Enterprise Content Services

#### CDN

#### Vyxx Video Service



### Hybrid IT/Cloud

#### Cloud Services

- Public and Private Cloud Services
- Cloud Application Manager
- Cloud Connect
- Managed Hosting
- Data Centers
- Integrated Solutions
- Big Data as a Service
- Internet of Things
- SAP Ecosystem
- Resiliency Services



### Security

#### Security and Compliance

- Cloud-Based Security
- Premises-Based Security
- DDoS Mitigation
- Web Application Firewall
- Threat Intelligence
- Security Log Monitoring
- Incident Response
- Cybersecurity
- Consulting

#### Business Bundles

- Managed Security



### Voice and Unified Communications

#### VoIP

- Voice Complete
- Hosted VoIP
- Enterprise SIP (VoIP19)

#### Traditional Voice

#### Unified Communications

#### Contact Center



### Managed and IT Services

#### Managed Services

- Application Management Development
- Operating System Management
- Infrastructure Management
- Managed Network Services
- Pro-Services
- IT Consulting Services
- Strategy, System and Technology
- Design and Transition

## About Lumen

Lumen can help transform the patient experience from the hospital room to the edge with adaptive network connectivity and connected services that help healthcare providers harness their data, make predictions, and respond in real time, all while delivering uninterrupted and secure data access. We partner with 9 of the 10 largest hospitals and 6 of the 8 largest insurance companies in the U.S. to help them on their transformation journey. This experience, combined with our network's 300% bandwidth scalability, management options and connections to over 2,200 public and private data centers, allows us to work hand-in-hand to deploy solutions across our extensive portfolio, giving your organization the utmost flexibility to evolve at your own pace. To learn more visit <https://www.lumen.com/user>.

1 IBM Security Data Breach Report 2019 <https://www.ibm.com/security/data-breach>.

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