

# Skype For Business Managed By Lumen<sup>SM</sup>

Your single source for converged unified communications and collaboration (UC&C).

## Introduction

In today's fast-paced global, virtual and mobile business world, face-to-face meetings in physical offices are becoming a thing of the past. Despite this, the need to stay connected at all times has never been greater. Consequently, unified communications (UC) has rapidly progressed from a nascent technology to an absolute essential. It brings collaborative working to a new level for speeding up processes and workflows, cutting voice and travel costs, and taking the waiting time out of our human interactions.

Skype for Business managed by Lumen leverages a holistic UC&C platform that integrates a network, hosting and communications architecture to simplify a multi-location enterprise to a single connection for voice, IM, presence and conferencing applications. By adopting a hosted solution, you are minimizing the complexity of managing a multi-vendor solution, leveraging economies of scale for lower costs and investing in a predictable seat-based billing model. Skype for Business managed by Lumen bundles the robust features of Skype for Business with an IP network, SIP services, conferencing services, data center services and the security required for an integrated, enterprise-ready hosted deployment.

## Business solutions

### Cost savings and productivity gains

By leveraging a hosted unified communications solution, you are able to relinquish many of the capital and operational expenditures required to support an on-premise deployment. There are no capital investments in infrastructure and the burden of maintenance and support are transitioned to the service provider, freeing your resources to focus on core business initiatives.

### Simplified communications management

Leverage the expertise of a single provider across the range of technologies that comprise a unified communications platform. Lumen global footprint and comprehensive portfolio of UC&C services are designed to simplify deployment, adoption, support and billing. We connect your stakeholders while giving you the flexibility to scale on demand as your business grows.

### Exceptional reliability and quality

A successful UC&C deployment allows you to concentrate on the substance of your communications, and not on the technology. With Lumen, the Skype for Business application rides on top of the same telecommunications network used by our most demanding data and voice customers. We provide network diversity and routing failover, as well as 24/7 network monitoring alerts and alarms with proactive notification to help ensure the highest quality of service.

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## Technical feature capabilities

### **Comprehensive end-to-end monitoring and management**

Maximize usage and adoption by leveraging Unify Square for enhanced troubleshooting, reporting, BI, patch management, hardware and number management.

### **Contact center services**

Microsoft-approved, fully integrated contact center services license options available.

### **Advanced call recording options**

Lumen offers a full-service recording platform for customers with advanced needs.

### **Phones and headsets**

Lumen offers high-quality Skype for Business-approved phones and headsets to compliment the solution.

### **Robust service options**

Lumen offers standard packages that align with Skype for Business licensing options and offer the full set of Skype for Business features, including enterprise voice.

### **Additional options**

Packages can be enhanced with Skype for Business receptionist console, Skype for Business IVR, Skype for Business response groups or Skype for Business persistent chat.

### **Virtually dedicated instances**

Customers retain their own instance of Skype for Business, hosted from Lumen shared hosting platforms.

### **Managed solution**

Turnkey service includes design, installation, configuration, management and 24/7 monitoring and maintenance.

### **Highly available service**

Skype for Business pools are mirrored across geographically diverse hosting platforms, providing customers diverse connectivity that enables maximum uptime in disaster recovery scenarios.

### **Custom integration**

Integrate Skype for Business with your Active Directory, Exchange and PBX environments.

### **Utilizes voice, network and collaboration services for a global, reliable, high-quality service including:**

#### **Lumen<sup>SM</sup> MPLS/IP VPN**

QoS enabled connectivity to the platforms.

#### **Lumen<sup>SM</sup> Voice Complete**

SIP trunking service providing PSTN connectivity and E911.



## Why choose Lumen?

### Enterprise-grade telephony

Lumen global telephony footprint, SIP expertise and robust, dedicated IP network supports end-to-end prioritization of real-time traffic to enable Skype for Business as a telephony platform.

### Emergency services (E-911) included

911/999/112 emergency services for end-user service locations offered within Lumen voice footprint.

### Lower risk

A custom-designed unified communications and collaboration plan and expert support help you move to UC&C at the pace you want, and get you up and running faster.

### Lower total cost of ownership

A cloud-based deployment model eliminates equipment and maintenance costs, and transitions you to a predictable monthly, seat-based billing model.

### Support future growth

Easily adapt your network as your business grows and demand for high-quality, reliable communications applications increases.

### Leverage your current investments

The Lumen solution delivers scalable enablement and integration of enterprise voice to Office 365™ clients, while also providing the ability to coexist with your existing PBX environment. This allows you to utilize your existing software and infrastructure investments.

### Ease administrative burden

A less complex and more agile network means less network administration.

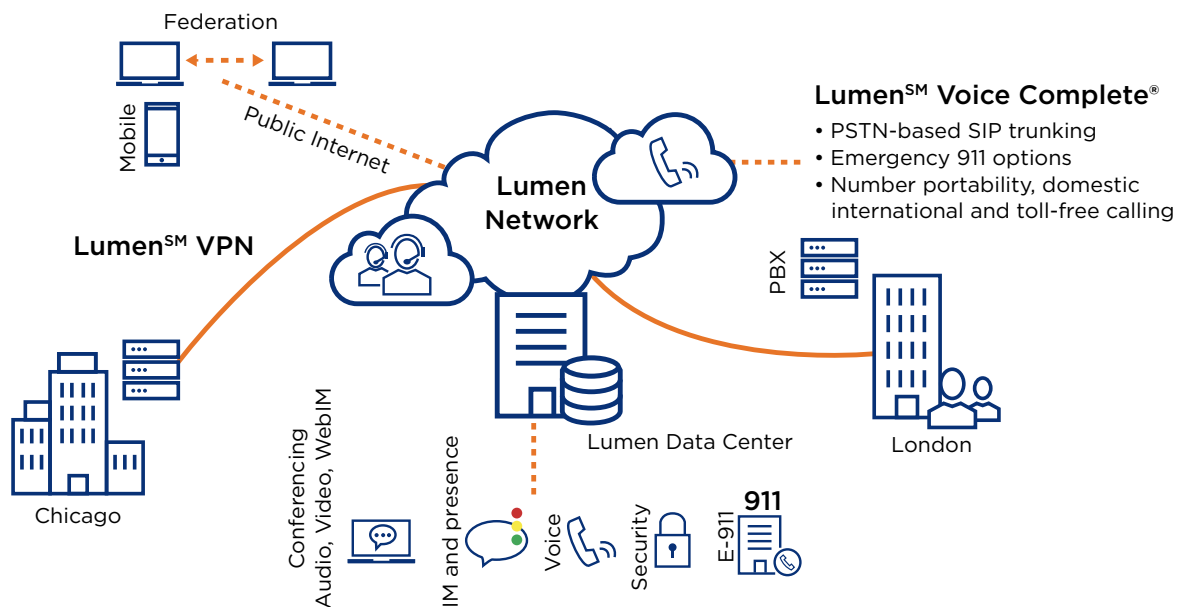
### Increase reliability and uptime

Our proven, secure, end-to-end, real-time communication network can help minimize your risk of disruption and downtime.

### Flexible product bundles

Bundle one or more services for predictable monthly spend on per-user basis.

## Skype for business managed by Lumen



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