

# Future-ready communication and collaboration at every customer's pace.

For today's mobile, dispersed and global workforce, real-time unified communications and collaboration (UC&C) is a necessity. Many enterprises find their current communication environment to be a complicated ecosystem of software tools, disparate networks and legacy equipment that are incompatible.

New UC&C capabilities are rich with possibilities for efficiency, future readiness and predictable costs. But the complex migration to these empowering technologies requires an experienced provider. Wherever you are in your journey, Lumen can help you make the right choices simply, cost-effectively and at your own pace.

**42.5%**  
total requests answered by the Lumen CDN in 2018.

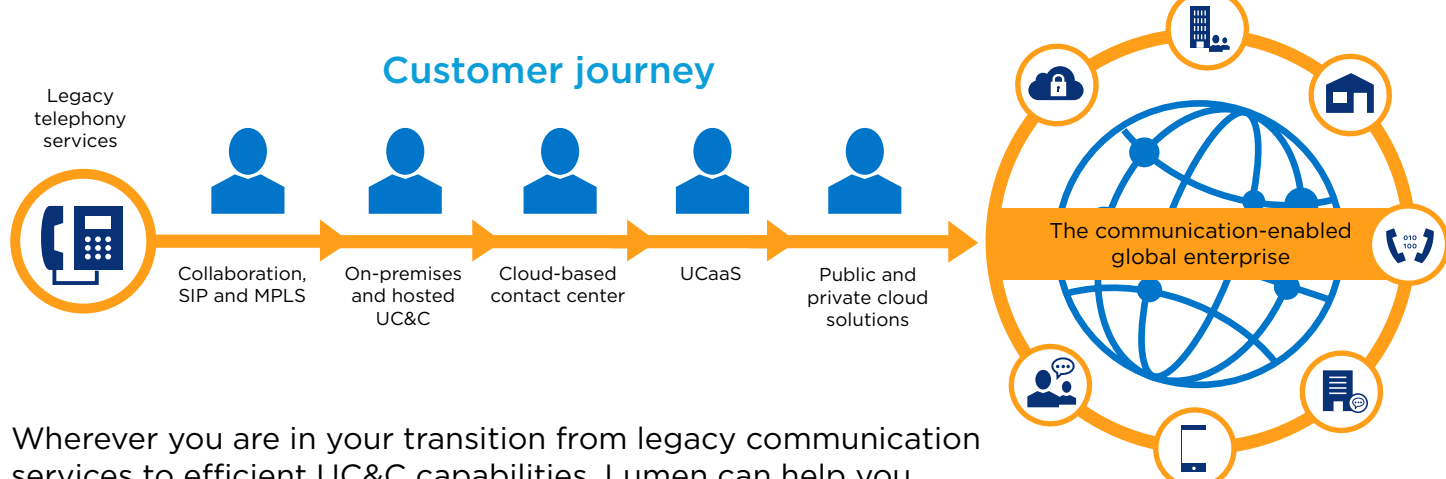
## Key challenges at a glance.

The software applications that enable point-to-point and multi-party "conversations" are increasingly complex for enterprise IT departments to manage and integrate. As our customers seek to replace or incorporate their siloed legacy collaboration services into efficient, streamlined UC&C solutions, they face a number of challenges:

- Adopting innovation without impacting workers and customers
- Shifting the burden of managing communications to your providers
- Selecting providers that deliver superior service experience after activation
- Leveraging existing investments during transition
- Creating a highly secure, reliable user experience
- Investing in the right services from a growing field of technology providers (Microsoft, Cisco, AWS, Google and others)

## The Lumen value.

Achieving business-critical UC&C is not just one stop, it's a journey to value.



Wherever you are in your transition from legacy communication services to efficient UC&C capabilities, Lumen can help you navigate the increasingly complex environment of technology choices, workforce adoption and applications.

Lumen's global enterprise network, consultative approach and after-sale support make it easier to get the optimal network technology for your company. We help you transition at your own pace with proven strategies that can decrease the risk of disruptions and downtime. It's our way of helping your business stay up to date on the latest technology without expensive capital investments.

## Experience. Knowledge. Demonstrated advantages.

- Tailored solutions** for all points along the customer journey
- An exceptional user experience **through global scale and increased control, reliability and security**
- Relationships and expansion opportunities with **leading technology providers**
- Security built into everything we do**
- Experience in addressing **mixed technology customer environments**

## Lumen in action: a use case

Challenges:	Requirements:
<ul style="list-style-type: none"> <li>Running out of private bandwidth</li> <li>Having an end-of-life private branch exchange (PBX)</li> <li>Managing multiple service providers</li> <li>Needing a better end user collaboration experience</li> </ul>	<ul style="list-style-type: none"> <li>Move to a unified global UC&amp;C solution</li> <li>Work with a single vendor—not many</li> <li>Find a managed solution with end-to-end support</li> <li>Refresh and right-size the network to address user bandwidth and redundancy</li> </ul>
How Lumen can help	
<ul style="list-style-type: none"> <li>Certifications and deep partnerships with leading technology providers, as well as deep experience delivering quality of service (QoS) on a global scale</li> </ul>	<ul style="list-style-type: none"> <li>Single vendor accountability and end-to-end customer support, including a proactive post sales support experience</li> </ul>
	<ul style="list-style-type: none"> <li>Managed UC&amp;C for lower total cost of ownership (reduced cost and support resources; no on-premises data center technology or footprint to manage)</li> </ul>

UC&C-capable seats projected to grow from **471 million** (2015) to **660 million<sup>2</sup>** (2020)

## Learn more about Lumen.

**Cisco WebEx delivered by Lumen**  
A solution that combines online meetings with integrated collaboration tools. Optional Cisco-hosted Cloud Connected Audio Bridging connects to the Cisco Collaboration Cloud via Lumen global IP network.

**Skype for Business, managed by Lumen**  
A holistic UC&C platform integrating network, hosting and communications that simplifies the multi-location enterprise to a single connection for voice, instant messaging (IM), presence and conferencing applications.

**Amazon Chime delivered by Lumen**  
Lumen offers a cost-effective, fully-supported UC&C experience that is easy to implement and solves many challenges of digital transformation, including lost productivity, lack of desktop to mobile device support and loss of business agility

**Lumen<sup>SM</sup> Ready-Access<sup>®</sup>**  
A global, reservationless audio conferencing solution that works as a stand-alone or fully integrated service within UC&C

**BlueJeans delivered by Lumen**  
A high-quality, secure, scalable, cloud-based video collaboration system that permits system-agnostic interoperability with virtually all standards-based video endpoints.

**Lumen<sup>SM</sup> Managed Video Conferencing**  
Managed Video Conferencing services and cloud-based conferencing solutions connect users and stakeholders around the world without the challenges and costs of travel.

**Lumen<sup>SM</sup> Managed Event**  
Flexible dial-in options, secure meeting access, and streamlined scheduling and attendance. Our professionally trained operator and customer care staff will be on standby before, during and after each teleconference. When a quality experience matters, Lumen delivers.

**Lumen<sup>SM</sup> Managed Webcasting Services**  
Powered by ON24, Managed Webcasting Services allow users to harness the internet to distribute multimedia content through a customizable, interactive interface.

**Lumen<sup>SM</sup> Web Meeting**  
An intuitive, online experience that makes online meetings and webinars easy without the need for special software—maximizing time, resources and speed to market.

<sup>1</sup> Strategy Analytics, Global Mobile Workforce Forecast Update, 2016-2022.  
<sup>2</sup> 2016 Unified Communications Forecast, Wainhouse Research, May 2016.  
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