

# Future-ready communication and collaboration

In today's ever-changing work environment with dispersed, global workforces, real-time unified communications and collaboration (UC&C) is a necessity. However, many enterprises find their current communication infrastructure to be a complicated ecosystem of software tools, disparate networks and incompatible legacy equipment.

New UC&C capabilities are rich with possibilities for efficiency, future readiness and more 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.



**By 2024** in-person meetings will drop from 60% of enterprise meetings to 25%, driven by remote work and changing workforce demographics.<sup>1</sup>

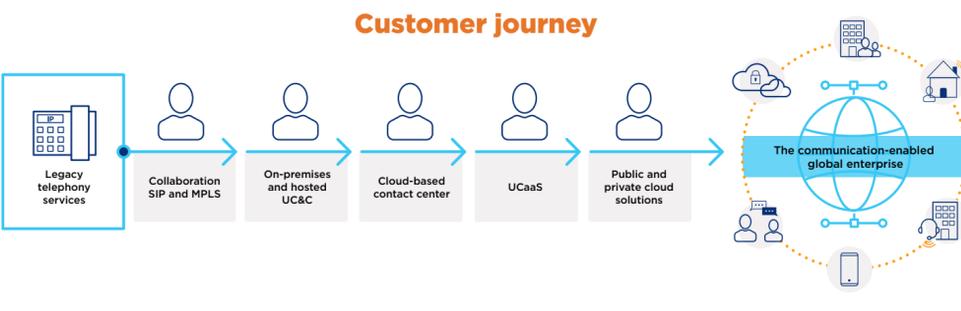
## Key challenges at a glance

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 exceptional 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, Zoom, 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.

The Lumen global enterprise network, consultative approach and after-sale support make it easy to get the optimal network technology for your company. We help you transition at your own pace with proven strategies that minimize 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 optimized control, reliability and security**



Relationships and expansion opportunities with **leading technology providers**

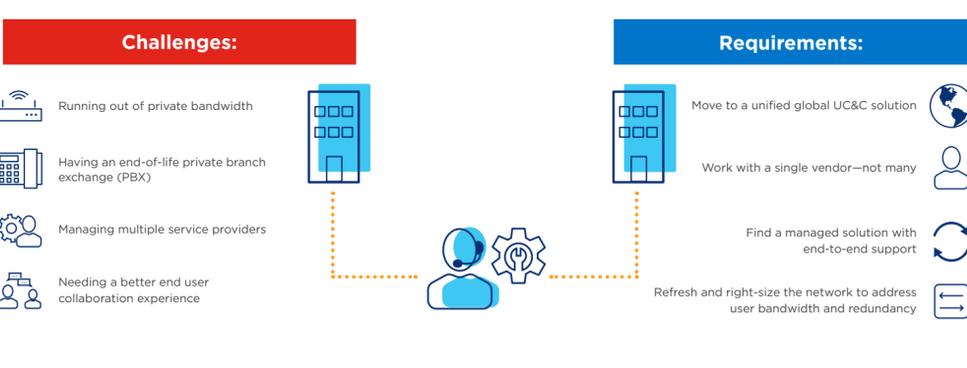


**Security built into** everything we do



Experience in addressing **mixed technology customer environments**

### Lumen in action: a use case



#### How Lumen can help

- Certifications and deep relationships with leading technology providers, as well as deep experience delivering **quality of service (QoS) on a global scale**
- Single vendor accountability and end-to-end customer support, including a **proactive post sales support experience**
- Managed UC&C for **low total cost of ownership** (reduced support resources; no on-premises data center technology or footprint to manage)

By 2024, remote workers will represent **30%** of all employees worldwide, an increase of 13% over 2019, to nearly **600 million** employees.<sup>1</sup>

## Learn more about Lumen

### Lumen® Ready-Access®

A global, reservationless audio conferencing solution that works as a stand-alone or fully integrated service within UC&C.

### Zoom delivered by Lumen

Zoom delivered by Lumen combines Zoom's video-first unified communications platform along with a secure, IP-centric network and years of UC&C experience from Lumen to deliver a comprehensive application in a secure, confident and efficient way.

### Lumen® 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.

### 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 the Lumen global IP network.

### Lumen® 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 Solutions for Cisco Unified Communications Manager Cloud (UCMC)

Lumen Solutions for Cisco UCMC, delivers a comprehensive, enterprise unified communications and collaboration service from the Cisco Unified Communications Manager Cloud (UCMC) that is integrated into the Webex platform for meetings and team collaboration.

### Lumen® Webcasting

A reliable webcast streaming solution for events with large audiences, including customizable interfaces and self-service or managed options.

### Lumen Solutions for Microsoft Teams

In addition to offering Microsoft Teams video, calling and chat as a cloud service over our extensive, secure native IP network, the experienced Lumen team handles the complexity of the configuration, migration and maintenance plus advanced analytics.

### Lumen Workplace<sup>SM</sup>

An intuitive, online experience that makes online meetings and webinars easy without the need for special software—maximizing time, resources and speed to market.

### 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.