Lumen® Managed Services Anywhere

Simplify governance and speed app delivery while minimizing costs.

Lumen Managed Services Anywhere makes it simple to manage, monitor and optimize your multi-cloud, hybrid cloud and edge environments to help increase agility and operational efficiency with people, processes and automation tools focused on your workloads across virtually any hosted infrastructure. Managed Services Anywhere can take on the downstream operational complexity to facilitate all phases of your journey to the cloud and edge, as well as deep transformation on the cloud and edge.

Simplify governance

Gain full visibility across multiple platforms and environments with a singular managed service provider, subscription, term, Technical Account Manager (TAM) and comprehensive, 24/7 global operations.

Speed application delivery

Automation workflows can reach into CI/CD pipelines with hand-offs at application deployment, IaaS/PaaS build out or further upstream with our 24/7 ops team resolving most events without escalation.

Optimize usage

Using pre-defined workflows to solve common problems, automation scripts for event remediation and cloud usage analytics, the TAM can provide proactive recommendations to optimize your cloud usage.

Common Use Cases

- Standardizing application delivery across hybrid-cloud environments with specialized engineers
- Scaling environments to meet fluctuating demand with automation and expert oversight
- Streamlining operations, managing application deployments and optimizing costs without interruptions

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Features

Support and administration

- AWS, Azure, Google Cloud, HPE Synergy, VMware VCF and vCenter, Lumen® Edge Computing Solutions, Lumen® Edge Private Cloud and physical servers supported
- Designated Advanced Managed Service Technical Account Manager
- Access to 24/7 support
- Support for various licensing models
- Billing consolidation when purchased through Lumen

Monitoring

- Agent collects and tracks metrics, monitors log files and sets alarms
- Anomaly detection, forecast and predictive monitoring
- Integration with cloud monitoring tools
- Dashboards and performance graphs

Patching and automation

- Management and deployment of critical and vendor-recommended patches
- Automated or manual issue remediation initiated from monitoring alerts
- Early detection and automated issue prevention using evolving AI/ML

Deployment

- Modeling of applications, workloads and cloud infrastructure
- Posts application deployment and confirms functionality
- Connect network exchange groups, add end points, define subnets and more

Security and cost optimization

- Deployment, configuration and monitoring of security policies in your environment
- Best practice recommendations for cloud migrations
- Cloud cost and performance optimization guidance

Configuration and cloud services

- Install and deploy OS, application components and native cloud services
- Configuration management on managed servers and VMs with ongoing version control

Pricing components

Support tiers are customized to your requirements. Term commitment discounts are available.

Advanced Managed Services Technical Account Manager

A dedicated contact to manage all aspects of your environments with you and for you. Required at a minimum of four hours. Billed monthly.

Lumen-led Cloud Support Services

Leverage our cloud experience for your accounts. Required with cloud resale via Cloud Application Manager. Billed as percentage of total cloud spend.

Alerting

Automated alerting with expert oversight for OS, non-cloud native databases, and web services. Optional. Billed monthly per instance.

Management

Cloud and edge technology experts monitor, update, patch, and deploy workloads across cloud and edge environments. Optional. Billed monthly per instance.

Cloud optimization

Automated optimization of spend across platforms to maximize resources. Optional. Billed as percentage of total cloud spend.

Why Lumen?

Lumen Managed Services Anywhere offers one portfolio solution to manage environments, including many third-party applications, leveraging ITIL certified people and processes and strong automation capabilities through a customizable support model without a large, long-term financial commitment.

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