

Lumen Solutions for Microsoft® Teams



Why Lumen?

- **A partner you can trust:** Lumen is a Microsoft® Modern Work Solutions partner
- **Simplified collaboration:** Microsoft® Teams Phone enables your employees to call anyone inside and outside the organization from virtually anywhere. When you choose Lumen Solutions for Microsoft® Teams, your business will enjoy all the collaboration features of Teams in a single solution that leverages one of the world's most connected, highly secure global networks.
- **Maximum flexibility and choice:** Leverage current voice environments and investments with our Teams Phone offerings for a cost-effective journey to the cloud.
- **Expertise you can rely on:** Our team of experts has deep experience migrating, configuring and maintaining Microsoft® Teams customers' existing telephony. Our unique UC&C Lumen® Enablement Services include service options such as adoption and premises consulting services, professional services, SIP connectivity, and more to support your business every step of the way.
- **World class connectivity:** Lumen's cloud-based voice calling capabilities route through one of the most connected, highly secure, and deeply peered global adaptive networks in the world — handling an average of approximately 11 billion enterprise voice minutes per month.¹

1. Enterprise minutes that traverse the Lumen global voice network, 3-month average from average taken between Dec 2022 - Feb 2023

Common Use Cases Lumen Can Help With

- **Migrating to a cloud phone system in order to make and receive calls through Teams.** Keep your Public Switched Telephone Network (PSTN) provider or benefit from a single provider experience with Lumen voice services.
- Support for **deploying or driving adoption** of Teams Phone.
- **Ongoing management and monitoring** of Teams Phone.
- Organizations that want to use Teams for their PSTN and have **complex business requirements** including network, premise equipment, cloud resiliency, or a need to integrate with calling platforms.

With Microsoft® Modern Workplace solutions, Lumen helps customers improve employee productivity and satisfaction, and create more seamless communication and collaboration across locations and platforms while maintaining the security and integrity of systems and data.



Key Benefits



Cost savings

- Use Lumen® SIP trunks for cost savings over traditional per user calling plans.
- Integrate current voice environments and investments with our Teams Phone services for a cost-effective journey to the cloud.



Expert service

- Dedicated Lumen UC&C experts are here to help you navigate the complexity of implementation, infrastructure setup and ongoing management.
- Shift service desk responsibilities to Lumen's tenant management services team – enabling your internal IT teams to focus on strategic growth initiatives.
- Lumen® Enablement Services connect you with our UC&C experts who can assist with adoption services, infrastructure consulting, managed cloud services and more.



Flexibility

- Connect your organization's premise equipment to the platform (e.g., ATAs, door entries, paging systems).
- Support integrations such as AI analytics and reporting, call centers and more.

Getting Started

Choose the Best Option for Your Business Needs

Self-managed SBC

Free trial + service available for 1+ users

- A portal-led, automated provisioning of the Microsoft® Teams Phone service which allows SIP connectivity via Voice Complete or BYOC (bring your own carrier) where applicable.
- Self-serve provisioning via portal for self-managing users (Voice Routing, DID assignment).
- Your organization owns delivery of service and coordination of go-live and site migrations.

Co-managed SBC

Service available for 100+ users

- A portal-led, automated provisioning of the Microsoft® Teams Phone service which allows SIP connectivity via Voice Complete or BYOC (bring your own carrier) plus the add-on of configuration of the customer tenant.
- Self-serve provisioning via portal for self-managing users (Voice Routing, DID assignment).
- Coordination of go-live and activation, including managed onboarding of base configuration, policies and users.

Pro-managed SBC

Service available for 250+ users

- A managed, project-led provisioning of the Microsoft® Teams Phone service which allows SIP connectivity via Voice Complete or BYOC (bring your own carrier).
- Coordination of go-live and activation, including a fully managed on-boarding & project manager-led deployment with expert-led UAT test scenarios.
- Option for large enterprises to purchase based on consumption model.