A Natural Progression Led by Lumen

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Lumen becomes Cisco's first UC&C partner to provide a choice of Webex Calling features

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Now, more than two years after the onset of the pandemic, hybrid work environments have gained a solid hold and the world has embraced modern collaboration technology. Unified communication and collaboration (UC&C) tools made this new world experience possible. More than that, UC&C tools made this new the norm.

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We see a clear, natural progression on the horizon as we acclimate to the new work world, and one of the first clear steps is adding a secure, flexible, and scalable cloud-calling solution to the

toolset. This creates a complete set of cloud collaboration tools – and companies are turning to Lumen for help. An **independent research study** conducted by Metrigy on Lumen's behalf saw that companies who consolidated UC&C apps with Lumen realized the following revenue generating benefits:

- 28% savings in operational costs.
- 39% increase in user utilization to help deliver ROI.
- 29% improvement in employee productivity.
- 44% improvement in employee user experience ratings.

Lumen Solutions for WebEx: More features for a complete collaboration suite

Enterprises looking for the best UC&C tools available today will find them with Lumen Solutions for Webex. Lumen's Webex suite makes instant communications and meetings possible through a deeply integrated set of tools for a continuous and effortless collaboration experience. Lumen Solutions for Webex is an app-centric, cloud-based solution that provides a complete collaboration suite for teams to create, meet, message, call, whiteboard and share whether they are together or apart—in one continuous workstream before, during, and after meetings.

And to give enterprise customers even more choices and flexibility, **Lumen is now the first partner to offer a choice of features under the Cisco Webex Calling umbrella: Multi-Tenant or Dedicated Instance**.

Webex Calling Multi-Tenant

For businesses that need an off-the-shelf product with a shared cloud-calling architecture, Multi-Tenant is the solution. Customers can be up and running with the Webex Calling solution in a matter of hours, not days or weeks. Multi-Tenant is a proven cloud-calling solution that delivers enterprise-grade calling, and it enables customers to replace their on-premises PBX network with a globally trusted, cloud-calling solution. Multi-Tenant easily extends to a complete collaboration experience that includes market-leading calling, meetings, messaging, contact center, and integrated devices for all situations

Webex Calling Dedicated Instance

For clients who need a more customizable solution without sacrificing ease-of-use for the end user, Lumen is currently the only Cisco partner to offer Webex Calling with Dedicated Instance. This solution is ideal for organizations that have groups of employees that need customized configurations based on their location, role, or data-consumption needs.

The service is an add-on within Webex Calling that provides a fully redundant, dedicated cloud instance based on the Cisco Unified Communications Manager architecture. Dedicated Instance is

integrated into Webex Calling and takes advantage of Webex platform services, bringing cloud innovation and an enhanced experience to customers who need to support existing Cisco endpoints, local survivability solutions, or integrations that are part of critical business workflows.

Customers who choose Dedicated Instance have the flexibility to provision users across the multi-tenant and dedicated platforms as they see fit to best address their cloud-calling business needs. Available with a Flex subscription, Dedicated Instance is consumed based on region, and does not require additional user licensing.

The Lumen Difference

Choosing the right collaboration solution is the first step, but giving enterprises the power to get the most out of their solution is where Lumen Enablement Services comes in. From adoption services and consulting services to reporting and connectivity options, Lumen is there every step of the way to ensure customers are set for success.

The Bottom Line

Lumen Solutions for Webex Calling offers key business benefits that are integral to success: adaptability, scalability, and a consistent user experience for employees and customers. Regardless of where customers or employees are, continuous collaboration can flourish, and businesses can expect to improve productivity and the customer experience with Lumen Solutions for Webex Calling. For more information, **visit Lumen Solutions for Webex online**.

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