Lumen awarded for delighting its MPLS VPN customers

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Everything Lumen does takes advantage of our network strength. From reliability to security, enterprises are seeking network connections they can trust with their sensitive data. Self-service features don't hurt either. Lumen has a variety of network connections to meet various business needs, and today we're celebrating one of them – our MPLS VPN.

Lumen IP VPN service delivers global any-to-any connectivity over various connection types in a flexible, secure, scalable, cost- effective and cloud-friendly way. Lumen can deliver internet, voice and data via flexible converged connectivity that maximizes customer investment in the WAN (wide area network). Cloud connectivity allows customers to privately connect their WAN to public cloud services to simplify security and guarantee a predictable end-to-end performance of their cloud applications. When Frost & Sullivan looked across the industry to find network services that rise to the top in customer value, they selected Lumen's MPLS VPN service.

"Lumen's vast network footprint, which allows it to provide a range of enterprise-grade network services globally, is a critical differentiator in the market," said Amrit Singh, Frost & Sullivan Senior Industry Analyst.

Lumen received Frost & Sullivan's 2023 United States Customer Value Leadership Award in the MPLS VPN services industry. Not only was Lumen awarded for the service's price and performance value, but also for the "customer purchase, ownership and service experience."

"The customer experience is more than a good business strategy. It also offers a way in which everyone wins," said Miriana Martinova, SVP, Lumen Enterprise Core Network Solutions. "Part of being customer obsessed means taking our purpose of furthering human progress through technology to heart. We design our services and digital interactions to deliver what our customers have told us they want."

Lumen's high-capacity and ultra-low loss network is another key differentiator that powers adaptive networking solutions to provide dynamic connectivity, network security and scalability. SDN-based capabilities enable clients to instantly scale bandwidth on-demand. Lumen's IP VPN supports both public and private traffic over the same access loop, helping IT staff efficiently manage both types of traffic.

Our IP VPN also interoperates with other key products like Lumen® SD-WAN, cloud connect, managed routers and Edge compute. In addition, Lumen's control center portal allows a customer to scale bandwidth on demand up to 3 times capacity, view their network and application performance metrics, set utilization threshold alerts, and engage with Lumen support.

Read more **here** on why Lumen was selected for Frost & Sullivan's Customer Value Award. Go **here** to learn more about Lumen MPLS VPN services.

https://news.lumen.com/lumen-awarded-for-delighting-its-MPLS-VPN-customers