

# LEVEL 3<sup>®</sup> PROFESSIONAL SERVICES

SOLUTIONS FOR EVERY STAGE OF YOUR DIGITAL TRANSFORMATION



Organizations are leveraging digital technologies and business initiatives to create stronger connections with their customers and drive differentiation. As your organization transforms, your network should evolve with it so you can adapt to change and effectively pursue opportunities.

Level 3 can help. We offer a full suite of customized solutions addressing every stage of network growth. With Level 3<sup>®</sup> Professional Services, we can help plan, deploy, optimize, manage and run your network infrastructure as a standalone service or as part of an end-to-end, managed network solution. We leverage our expertise and business-centric approach to help maximize the value of your network and reduce costs, while providing a differentiated IT experience and enabling you to deliver high-availability, high-performance applications with scalability and efficiency.

## LEVEL 3 PROFESSIONAL SERVICES PILLARS

### Our managed AND VALUE-ADD SOLUTIONS

PROVIDE CUSTOMERS WITH ACCESS TO THE SAME LEVEL OF EXPERTISE THAT ENABLES LEVEL 3 TO COST-EFFECTIVELY MANAGE AND PROTECT OUR GLOBAL FIBER NETWORK.

- CONSULTING AND IMPLEMENTATION
- CUSTOMER NETWORK MONITORING AND MANAGEMENT
- TECHNICAL SUPPORT

## PROFESSIONAL SERVICES SOLUTION AREAS



**MANAGED OPTICAL FIBER NETWORKS AND TRANSPORTATION**



**WAN AND IP**



**VOICE AND COLLABORATION**



**HYBRID WAN AND WI-FI**



Connecting and Protecting  
the Networked World<sup>SM</sup>

## Consulting and Implementation (C&I) Services

**Project Management and Implementation:** Leverage our project management techniques —from simple cutovers to major network migrations, conversions and implementation solutions. We can plan and execute an entire deployment strategy from start to finish, including staging and installation, implementation, and testing and turn-up.

**Network Architecture and Engineering Services:** We develop end-to-end network design plans across all major technologies and vendors to address your specific network objectives.

## Custom Network Monitoring and Management Solutions

**Premium Network Monitoring:** Level 3 provides 24/7 proactive monitoring and management of customer networks via our Professional Services Control Center.

**Lifecycle Engineering:** Leverage technical engineering support for customer network changes or expansions, including capacity planning and hardware/software upgrades.

## Technical Support Solutions

**Field Tech Services:** Couple local care with national reach. Level 3 Field Tech Services include on-demand or scheduled maintenance, guaranteed response times and SLAs, and on-site support — even in remote locations 24/7.

**Site Readiness - Inside Wiring:** Site Readiness services assists the customer with the physical preparation necessary to complete a new service activation. Inside Wiring provides a complete connection of all requested circuits from the MPOE into the Customer Location or Customer Premises or suite.

## Why Choose Level 3 Professional Services?

**Proven Track Record:** Our firsthand experience and breadth of knowledge enable us to continually provide next-generation network solutions that are flexible and reliable — regardless of network size or complexity.

**Expertise:** Cost-effectively leverage the same architects, project managers, engineers and technicians who build and maintain Level 3's global fiber-optic network.

**Resources and Facilities:** Utilize our telecommunications lab and staging facility to plan and execute your entire deployment strategy from start to finish.

## ABOUT LEVEL 3

We operate and take end-to-end responsibility for network solutions that connect you to the world. We put customers first and take ownership of reliability and security across our broad portfolio.

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