

Lumen® SASE Solutions FAQ

Learn more about Lumen SASE Solutions

Lumen Secure Access Service Edge (SASE) offers a comprehensive network and security solution using a cloud first architecture centered around zero trust security principles. The service is delivered from a choice of multiple SASE software partners, offers flexible service management options, and is available on the Lumen world class IP backbone and several access options to connect and protect your network.

Lumen SASE Solutions offer fundamental features that include Software Defined WAN (SD-WAN), Next Generation Firewall (NGFW), Secure Web Gateway (SWG), Cloud Access Security Broker (CASB), Data Loss Prevention (DLP), and Remote Access with Zero Trust Network Access (ZTNA).

Lumen SASE Solutions allows businesses to:

- Transform their workforce with ZTNA
- Embrace edge computing and IoT
- Embrace the move to SaaS and Cloud
- Provide centralized security and controls
- Improve application performance and modernize the WAN
- Remove operational complexity
- Flexibly add services as needed to support WAN transformation and specific use cases.
- Extend your service reach to EMEA and Canada locations and endpoints
- Hosted SASE gateways on-premises, in the cloud, or both.



What is Lumen SASE Solutions?

Lumen SASE Solutions is a cloud-based network and security experience designed for today's distributed enterprise that is centrally controlled, fully converged, and flexibly managed.

Lumen SASE Solutions unites the purchase, deployment, orchestration, and management of software-defined network infrastructure and information security to simplify the delivery of applications wherever the business needs them.



What services make up Lumen SASE Solutions?

Lumen SASE Solutions is the convergence of network and security services including:

- Software Defined Wide Area Network (SD-WAN)
- Next Generation Firewall (NGFW)
- Secure Web Gateway (SWG)
- Cloud Access Security Broker (CASB)
- Data Loss Prevention (DLP)
- Remote Access / Zero Trust Network Access (ZTNA)
- Lumen® Rapid Threat Defense

Services will vary by vendor and not all vendors will support all services. As part of the Lumen SASE roadmap, Lumen will add other security services such as but not limited to Endpoint Protection Platform (EPP) and Remote Browser Isolation (RBI) as they are available from the SASE technology vendor. Lumen SASE Solutions include all required Lumen SASE Solutions devices and licenses, infrastructure to support the SASE services ordered, and access to the management portal where the customer can manage all SASE configurations.



How do I know what vendor to choose?

The knowledgebase within the Lumen® Marketplace includes information specific to each SASE vendor that Lumen has partnered with to help you determine which technical solution is the right fit.



What are the benefits of Lumen SASE Solutions?

Lumen SASE Solutions combine our expansive network and cloud availability with leading software management partners to deliver enhanced control, visibility, and simplified management of network and security for cloud-based application delivery virtually anywhere, on any device.

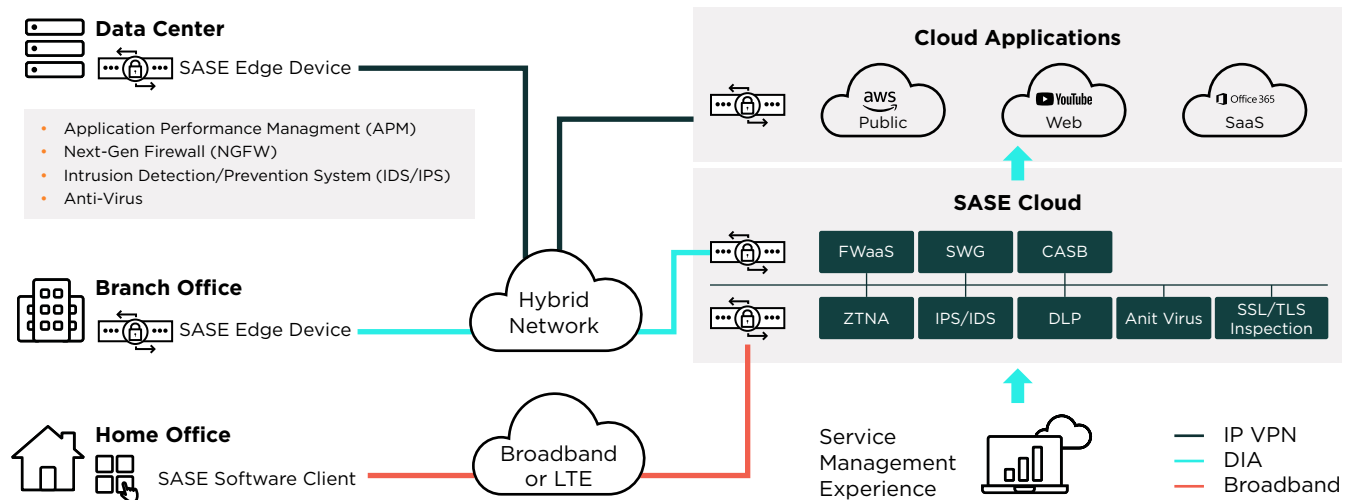
- **Lumen SASE Solutions are integrated** – High performance, secure access to cloud applications wherever your business needs them. Lumen SASE services offer optimal application performance and availability through:
 - End-to-end control and visibility – Access to 2,200 public and private data centers and one of the most highly peered IP backbones
 - Low latency application performance and closer threat analysis - 60+ edge locations in major metros connected to high-capacity fiber
 - Full integration of network and security management – Centralized policy control and performance visibility for branch locations and remote workforce
- **Lumen SASE Solutions are secure** – Secure application delivery from the cloud, across the network, to any device, on virtually any network.
 - The right solution for your business offering your choice of leading SD-WAN and security partners with grow-as you-go service adoption to address specific business needs without disrupting your operations Labs®
 - Monitoring, analyzing, and remediating threats around the clock and across the globe with Black Lotus offering customer visibility and support across Security Operations Centers (SOCs)
 - Secure application access policies by location, device, and user using Zero Trust Network Access (ZTNA) and to local Secure Web Gateways (SWG) to analyze threats sooner
- **Lumen SASE Solutions are flexible** – Flexible control, delivery, updates, hosting, and management of network and security using a unified online experience for all your locations and users.
 - Simplified network and security deployment and management that moves from dedicated hardware to flexible software that you purchase and configure online with hosted gateways on-premises, in the cloud, or both
 - Simplified addition and automated update of network and security features and services with the flexibility to add security services quickly without the need for additional premises equipment
 - Flexible management options that fit your current business needs with the ability to easily add deeper levels Lumen management as needed





How do Lumen SASE Solutions work?

Lumen SASE Solutions provide the ability to deploy simplified network management and security solutions that can be added on demand within our Lumen hosted gateways to securely connect and optimize performance of business applications, from location-based SD-WAN and security to cloud-based capabilities.



How is the service provided via Lumen?

Lumen SASE Solutions converge networking and security functions in a cloud first unified solution with a focus on the digital experience. Offered with multiple service management options, Lumen SASE Solutions can be deployed at a customer edge location or in a cloud environment. A network-resilient design is available in premises and cloud deployments referred to as “High Availability”.



How is the SASE management system deployed?

Lumen SASE Solutions management systems are deployed in a redundant cloud environment with regional diversity across a global footprint with site and service availability across EMEA and Canada for US-sold businesses.

Connectivity and network design



Is Lumen connectivity required?

No. Since Lumen SASE Solutions are overlay services, Lumen connectivity is not required. We can support the SASE service over many types of Lumen and customer provided network connectivity options including MPLS, DIA, Broadband, Wireless, and Layer 2 Ethernet services.



Can Lumen SASE components be purchased separately?

Yes. Lumen SASE Solution components can be purchased separately. Lumen SASE Solutions support the flexibility to build and scale a single vendor SASE solution over time, as services are needed.



Can the Lumen SASE Solutions device replace my premise (edge) devices?

Lumen SASE Solutions are converged network and security software designed to replace legacy network and security services that run in separate devices and are stitched together.



Does Lumen offer a SASE consulting service to help with migrating to SASE solutions?

Yes. Lumen SASE Readiness Assessment offers consulting to help customers design their SASE solution. Contact Lumen sales for more information on this service.

Lumen SASE Solutions CPE options



What CPE options are available?

CPE options for Lumen SASE Solutions vary by vendor and range in size from extra-small to extra-large. The knowledgebase within the Lumen SASE Marketplace includes data sheets with the hardware specifications specific to each vendor.



How do I know which size device to choose?

The Lumen SASE Solutions device should be sized based on the data throughput as well as the security services that are enabled for a particular location. Lumen sales can be engaged to help with any device sizing questions.

Presale tools



How can I get a demo of the Lumen SASE Manager?

The knowledgebase within the Lumen Marketplace includes detailed information on the service partner management portals available from each Lumen SASE partner. Lumen SASE portal demos can also be coordinated with the Lumen sales.

Availability



Are Lumen SASE Solutions available at international locations?

Yes. US-sold (HQ in the US) customers can deploy SASE premise-based services across Canada and EMEA locations.

Lumen hosted gateways for Versa and Fortinet are only available across the six U.S. regions. Lumen SASE with VMware offers cloud service availability to EMEA using VMware SASE hosted gateways.

Pricing



How are Lumen SASE Solutions priced?

Lumen SASE Solutions are priced as a monthly recurring charge per location or per user, depending on the SASE service.

Contracting, quoting, and ordering



What contract terms are available?

Lumen SASE Solutions will be supported by 12, 24, and 36-month contract options.



How can I get a quote for Lumen SASE Solutions?

Lumen SASE Solutions can be quoted directly from Lumen Marketplace or through Lumen sales.



How can I place an order for Lumen SASE Solutions?

Lumen SASE Solutions can be ordered directly from Lumen Marketplace or through Lumen sales.



Lumen SASE Solutions service management



What service options are available with Lumen SASE Solutions?

There are two Lumen® Service Management options available to customers to choose from:

- **Pro-managed** provides customers with a fully managed Lumen SASE Solution, including design, implementation, and support of Lumen SASE Solutions for the entire term of the service. This outsourced management option allows the customer to focus on business value creation.
- **Self-managed** – provides customers with a high level of control over the service design of Lumen SASE Solutions. With this option, the customer will have responsibility for the configuration, deployment, and lifecycle support of Lumen SASE Solutions. Additional add-on services can be purchased from Lumen for design, implementation, and support of Lumen SASE Solutions.



What add-on services are available?

Add-on services are available to purchase as a single event if they are not included with your service option.

Services include:

- Design and implementation support including:
 - Design services for site profiles and network / security policies
 - Service configuration in SASE portal
 - Coordinated Test and Turn-up
- On-site installation
- Technical support for services such as:
 - Monitoring
 - Day-2 Break/Fix support
 - Change management
 - Configuration management
 - Patch management



How soon after Lumen SASE Solutions are ordered will my Lumen SASE device be shipped?

Once the order has been placed for Lumen SASE Solutions, you will receive access to the Lumen SASE Manager to start the association of site addresses to the devices and licenses that were purchased. Once an address has been established, SASE devices will be configured and are expected to ship within two business days.



How are Lumen SASE Solutions activated?

The activation of Lumen SASE Solutions will depend on the service option that was purchased. The Pro-managed service option will self-schedule Lumen resources to coordinate the service configuration and activation. The Self-managed service option allows the customer to configure and activate their Lumen SASE services with their own resources on their own schedule.



What kind of service monitoring is provided post activation?

Lumen will monitor and manage the infrastructure that is required to support SASE services. Additional Lumen SASE Solutions support services will be dependent on the managed service wrapper that was ordered.

Discover more about Lumen SASE Solutions by visiting
lumen.com/sase

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