



SOLUTION BRIEF

Advanced Managed Services

Impactful Business Outcomes Through Cloud-Inspired Professional Services

IT is constantly changing by virtue of new delivery models encompassing faster and even more innovative technologies.

And with the quick-paced changing landscape, companies need a team of experienced technical professionals who can not only leverage the modern tools to keep systems running but have the know-how to move a business forward.

CenturyLink® Advanced Managed Services applies a cloud-inspired method of overlaying professional services on top of our management of hybrid IT workloads. Our senior-level team of experts, equipped with platform automation tools, employs best practices to optimize your existing architecture and to elevate operational governance.

We offer the ability to burst hours for projects as needed, along with access to an expanding set of fixed-priced packaged deliverables to provide impactful business outcomes.

75% of IT executives surveyed agreed that the amount of time, money, and resources spent on [IT] maintenance and management — versus new project development or new initiatives — is affecting the overall competitiveness of their organizations¹.

Advanced Managed Services provides access to professional services skills for cloud environments delivered through platform automation. Our experts can be leveraged, when needed and appropriate, across a wide range of IT areas by applying technical expertise and orchestration to a single project or continuous system management. The coordination of technical resources across multiple technologies enables IT environments to be optimized, up-to-date, and aligned with business needs.

CenturyLink Advanced Managed Services helps companies address many of the challenges facing IT today by providing:

- Specialized skills to effectively manage today's multicloud environments
- Expertise and automation to effectively monitor, manage, govern and report across existing hybrid IT platforms
- Comprehensive governance and policy management across IT environments
- Ability to burst consumption of roles to accommodate short-term spikes
- Access to security experts to advise on and apply security best practices
- Single-managed service provider provides efficiencies across the full scale of your IT cloud estate

Cloud-Inspired Methodology

Advanced Managed Services provides the technical experts you need today with the ability to adapt to changes tomorrow. As part of your subscription, you can burst or increase the hours of a given resource to accommodate a priority project or other short-term needs. In addition, you can select pre-defined sets of activities for a fixed fee. Both allow cloud-like flexibility to continue driving your business forward.

Align Business Needs with IT Infrastructure Initiatives: Advanced Managed Services delivers access to the technical experts needed to run your IT environment and provides the resources to assess your current program, aligning it to your future needs.

Enhanced Multicloud Management: Advanced Managed Services offers a tailored overlay of advanced activities on top of the CenturyLink® Cloud Application Manager that extends into heightened objective alignment, broader governance, efficiency gains from analytics, design evolution, elevated security, etc., providing even more impactful business outcomes.

Depth of Expertise: The Advanced Managed Services roles consist of senior-level experts with extensive experience and exposure to many IT infrastructure environments, giving broad insights into best practices, real-world technology limitations, scope awareness, and the pitfalls to avoid. These roles are also becoming super users of the CAM platform, enabling them to provide these advanced activities in a highly consistent and automated manner across hybrid cloud environments.

Optional Security Services

Fixed-Priced Packaged Deliverables¹

The following optional add-on advisory services are available to provide a packaged set of activities for fixed one-time or fixed monthly recurring fees.

- Network Penetration Test - 4 per Year
- Network Penetration Test - 1 Time
- App Penetration Test - 1 Time
- Log Management Advisory
- IDS/IPS Advisory
- WAF Advisory
- Content Integrity Advisory
- DDoS Advisory
- DLP Advisory
- Anti-virus Advisory
- Palo Alto Firewall Advisory
- Single Sign-On Advisory

¹ Existing Advanced Managed Services customers can access optional services with a change order.

Senior-Level Expertise

Our senior-level experts can step in and round out your existing team, helping to ensure you are getting the most from your staff, maintaining operations, and delivering your projects on time.

Advanced Managed Services provides access to a variety of professionals collaborating to deliver continuous and secure management of hybrid cloud environments.

Client Success Manager (CSM)

The CSM role provides post-sales program and lifecycle management support, driving your business objectives through IT initiatives. The CSM partners with you to align IT outcomes with the toolsets needed to deliver an agile and efficient solution. The CSM provides oversight of all Advanced Managed Services roles and related activities to help ensure the success of your program.

Technical Account Manager (TAM)

The TAM role leverages its expertise in operations and IT technology to provide activities around heightened operational governance of the IT environments managed by CenturyLink. The TAM facilitates incident response, change management, problem management and service transition assistance for shorter delivery cycles, creating efficiencies to align your operations.

Client Technology Architect (CTA)

The CTA helps develop and maintain an optimal IT environment by providing recommendations for existing environments based on utilization trending, historical problem tracking, and technology evolution mapping. Specifically, the CTA utilizes its in-depth understanding of your current-state environment to provide recommendations for future-state environments based on current trends and upcoming product enhancements. The CTA specializes in all CenturyLink hybrid IT products, including multi-cloud solutions.

Security Account Manager (SAM)

The SAM role provides vulnerability assessments, briefings on new threats, recommendations to improve protection policies, design support for new security deployments, oversight on implementing security changes, compliance audit support, and other related security activities.

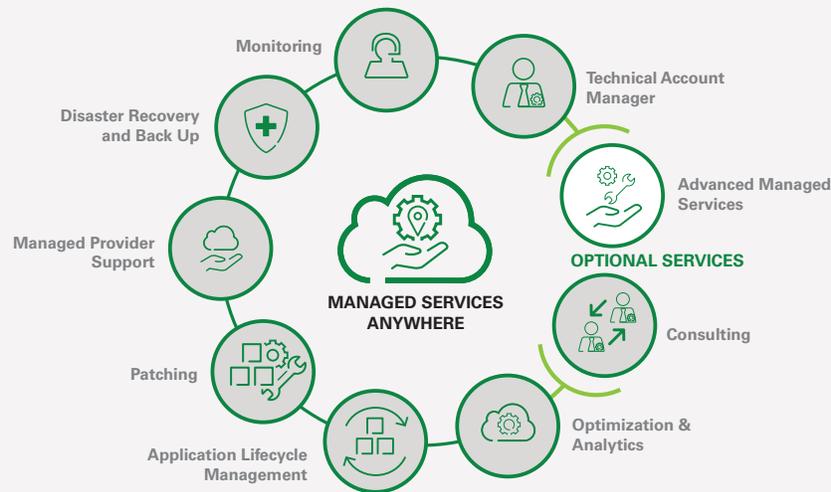
Technical Service Engineer (TSE)

The TSE role primarily provides hands-on activities around advanced deployment, support, and change tasks in the IT environments managed by CenturyLink. The TSE orchestrates complex changes, advanced patching, patch validation testing and roll back, complex troubleshooting and incident remediation, root-cause analysis, technical documentation, audit support, and other engineering-related activities. TSE roles cover the following technical disciplines: cloud, applications, databases, Window OS, Unix OS, storage, backup, virtualization, and network.

Advanced Managed Services and Cloud Application Manager

Companies who are using CenturyLink Cloud Application Manager can take advantage of professional services through Advanced Managed Services. These overlay services provide experts with a broad knowledge of multicloud best practices. For instance, the Advanced Managed Services resources provide heightened objective alignment and broader governance, as well as helping gain efficiencies from analytics, design evolution, and elevated security. Beyond making recommendations, our Advanced Managed Services team works with you to develop, implement, and manage the process, using automation in the Cloud Application Manager platform.

Services Provided by Advanced Managed Services for Cloud Application Manager:



Configuration and Deployment of Application Lifecycle Management

- Creating application
- Script and template boxes
- Review and guidance on deployment policy configuration

Enhanced Cloud Optimization and Analytics

- Billing
- Cost recommendations
- Security best practices
- Availability and usage analysis

Why Choose CenturyLink?

CenturyLink is driven to provide managed services for the IT systems powering your business. Break/Fix incidents and routine patch maintenance are a part of our services, allowing you to save on operating costs while focusing on your core business. Advanced Managed Services delivers added value with access to a vast pool of senior-level IT professionals.

In addition, our governance and lifecycle program management help ensure that your IT goals are aligned with your business. Our experts make recommendations on how to optimize your IT operations and can assist with delivering that outcome. With CenturyLink Advanced Managed Services, you get the heightened experience and flexibility you need to succeed.

About CenturyLink

CenturyLink (NYSE: CTL) is the second largest U.S. communications provider to global enterprise customers. With customers in more than 60 countries and an intense focus on the customer experience, CenturyLink strives to be the world's best networking company by solving customers' increased demand for reliable and secure connections. The company also serves as its customers' trusted partner, helping them manage increased network and IT complexity and providing managed network and cybersecurity solutions that help protect their business.

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