Unified Communications as a Service

Cloud-based communications and collaboration for the digital workplace

WINDSTREAM ENTERPRISE

Improve productivity and collaboration by enabling employees to connect anywhere, using any device.

The ways in which we communicate and work are changing. To remain competitive, businesses must enable their employees to easily connect with customers and collaborate with colleagues, whether they are in the office or on the go.

The evolution of technology is driving a whole new set of customer demands. Customers now expect instant access to your business and immediate responsiveness from your employees. Customers are no longer loyal to any one business or brand, making their satisfaction essential to your success.

To keep up with customer demands, businesses must empower their employees with the cloud-based tools they need to succeed. Outdated, premises-based systems simply cannot support the level of responsiveness and flexibility that your employees need to work efficiently.

63%

of business leaders agree the cloud can make their entire organization more business agile and responsive[1]

25 – 30%

by the end of 2021, it's estimated that 25-30% of the workforce will be working from home multiple days a week.[2]

Maintain a collaborative edge and enrich the customer experience

Improve workplace productivity and customer satisfaction by enabling your employees to work and collaborate efficiently, whether they are in the office, remote or travelling.

Unified Communications as a Service (UCaaS) from Windstream Enterprise empowers your employees with the communication and collaboration tools they need - like voice, chat, presence, SMS text messaging, web/audio/video conferencing and more - on any device, so they can remain connected and responsive wherever they are.

Backed by a world-class network and supported by a 99.99% uptime SLA, UCaaS ensures your employees remain available and connected no matter what. Whether your organization has a staff of 100 or 10,000, our highly scalable solutions—from Avaya, Mitel and our own OfficeSuite UC®—empower you to focus on your core business goals while WE manage your communications needs.

Gartner

2020/2019 Gartner Magic Quadrant for Unified Communications as a Service, Worldwide

With OfficeSuite UC®, Windstream Enterprise continues to show our commitment to innovation and enterprise capabilities. For the second consecutive year, Gartner has included Windstream in the Magic Quadrant for Unified Communications as a Service, Worldwide report.

2019

UCaaS is a perfect fit for enterprises:

- Looking to increase productivity and customer engagement through enhanced collaboration and mobility tools
- Dealing with aging telephony equipment and/or limited feature sets
- Planning to unify their locations under a single system
- Experiencing fluctuations in customer demands
- Requiring business continuity and disaster recovery
- Desiring a scalable solution that can accommodate rapid growth—all while avoiding capital expenditures

Game changing benefits of UCaaS

LET BUSINESS TAKE PLACE EVERYWHERE

Your employees can work and collaborate from anywhere using desk phones, smartphones and laptops.

LOWER IT AND ADMINISTRATIVE COSTS

An easy-to-use, intuitive customer portal helps reduce the time and resources required to manage your phone and communications system.

UNIFY EMPLOYEES AND SITES

One centrally managed system provides seamless collaboration and communications across all of your locations.

DRIVE SCALABILITY

A cloud-based model makes it easy to add or remove services, users and locations as needed.

ENSURE BUSINESS CONTINUITY

Secure everything you need in the cloud and remain reachable to customers even if your physical office is unable to open.

ENHANCE BUSINESS APPS

Integrate and enhance common business applications—from third-party providers—to improve productivity and make the most of your investments.

INTEGRATE WITH CONTACT CENTER SOLUTIONS

Easily integrate with contact center solutions to provide a best-in-class customer experience.

GET ALWAYS-ON RELIABILITY

Optimized availability and security delivers maximum uptime to support innovation and growth.

UCaaS from Windstream Enterprise breaks down barriers to allow collaboration

Productivity and collaboration

Provides access to integrated tools, including voice, video and web conferencing, presence, IM/chat, mobility, screen sharing, collaboration and more

Supports mobility for dynamic on-the-go, tech savvy employees

Boosts productivity with integration of popular CRM and associated apps

Integrates with Contact Center as a Service (CCaaS) solutions for seamless call handling

Reliable performance

Delivers solution over SD-WAN or MPLS for superior reliability, security, uptime and quality of service

Provides a 99.99% uptime SLA guarantee

Establishes business continuity to maximize uptime

Secures data centers with automatic failover, avoiding interruptions

Leverages best-in-class partners—Mitel and Avaya

Value and ROI

Allows you to pay for labor upfront or amortize as a monthly charge with a pay-as-you-grow OPEX model

Alleviates IT burden to help align and focus resources on strategic business initiatives.

Scales up and down to support seasonal and geographic needs

Windstream Enterprise solutions that complement UCaaS

SD-WAN

CCaaS

MPLS

The need for employees to be reachable anytime, anywhere, while being able to prioritize their communications, has never been greater. UCaaS from Windstream Enterprise provides a consistent interface and experience across multiple devices, allowing you to achieve a more connected, collaborative workforce.

Backed by a world-class network: A variety of solutions to suit your unique needs powered by our own high-performance network

Designed, delivered, fully managed: Strategic design, planning, implementation and ongoing expert management to ensure your success

99.99% always-on reliability: Optimized availability and security to deliver maximum uptime, innovation and growth

1. "Protecting Information in the Cloud" McKinsey Report
2. Lister, Kate. "Work-At-Home After Covid-19—Our Forecast." Global Workplace Analytics, Mar 2020. https://globalworkplaceanalytics.com/work-at-home-after-covid-19-our-forecast. Accessed 8 Jun 2020.

About Windstream

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

To learn more about UCaaS, visit windstreamenterprise.com

WINDSTREAM
ENTERPRISE

CONNECT. TRANSFORM. ELEVATE.

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