OfficeSuite UC®
with SD-WAN

Taking cloud-based unified communications to a new optimized level of performance

WINDSTREAM ENTERPRISE

Introducing OfficeSuite UC with SD-WAN

100% cloud-based unified communications and SD-WAN join forces for supreme reliability and quality of service

Cloud-based office telephone/unified communications systems leveraging broadband Internet are now the solution of choice for businesses of every shape and size. But as organizations increase their reliance on cloud applications—placing increased pressure on a finite amount of network bandwidth—performance and reliability can be an issue. Especially with quality-sensitive applications such as voice and video, where any delay or latency can lead to an imperfect customer experience. That is, until now.

OfficeSuite UC® with SD-WAN combines the simplicity and security of the award-winning OfficeSuite integrated Unified Communications as a Service (UCaaS) application suite—a 100% cloud-based solution trusted by approximately 380,000 professionals across the country—with the superior performance, reliability and flexibility of Windstream Enterprise's SD-WAN Concierge™.

Individually, these solutions are enabling companies in virtually every industry to improve teamwork and productivity and deliver a superior and consistent customer experience. Together, they offer an unmatched combination of performance, functionality and reliability—backed by up to a 100% SD-WAN SLA—that can be a game-changer for any size or type of organization seeking to achieve a competitive advantage.

Everything needed to take business communications and customer experience to a new level

OfficeSuite UC: Powerful integrated business communications made easy for everyone

Powerful, yet easy-to-use, OfficeSuite UC is a UCaaS solution blending user-centric design with advanced technology. It includes a complete suite of voice and collaboration features that can be tailored to the unique needs of any organization, from small businesses to mid-market enterprise. It's so intuitive, employees can easily manage communications themselves, boosting their productivity. It's also highly flexible and can easily scale to 20,000 users. Finally, because it's built on proprietary technology, it's both highly reliable and highly secure.

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.

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2019

OfficeSuite UC includes features & functionality for all your communications needs

- Cloud-based phone system with hundreds of features and unlimited calling
- Native contact center application
- Company-wide chat and mobile apps
- Video and audio conferencing, web collaboration tools
- Integrates with existing off-the-shelf and custom developed business applications
- Visual voicemail and speech-to-text
- Online faxing tools for any device
- Presence and availability

It all starts with OfficeSuite UC: Business communications unlike any other

The easiest system to use and manage

If you are relying on the features of a new system for increased productivity and flexibility and they aren't easy to use, then there's no value in a new system. Because we develop our own software, OfficeSuite UC is designed to be user-centric, not device-centric. Our advanced system is so easy to use, that every employee can access and manage the features and services of the system independently, reducing IT help desk dependency and drastically enhancing productivity and efficiency organization-wide.

The most secure communications system

Unlike most other service providers, we own the code and utilize unique technology instead of SIP or open source to help you meet SOC2 and HIPAA compliance requirements and ensure calls, chats, messages and meetings are encrypted and no data or information is stored on the phone where it can be vulnerable to theft. We enlist our own development team who are dedicated to rapid advancements based on our customer's needs and requirements.

Access anywhere, any device

Transform how you do business by giving your employees the freedom to work from anywhere. Since our system revolves around users, not devices, user data can be shared amongst all of your devices. Whether on-site with a customer, traveling or working remotely, the features and services are available from anywhere. This helps ensure business continuity and avoids costly downtime during disasters.

WE Connect portal: The heart of your unified communications system

Administrators and employees can easily make changes to the system and their individual account from a single interface that anyone can intuitively use.

Utilize the WE Connect portal to:

Launch video meetings, send faxes and listen to business voicemail

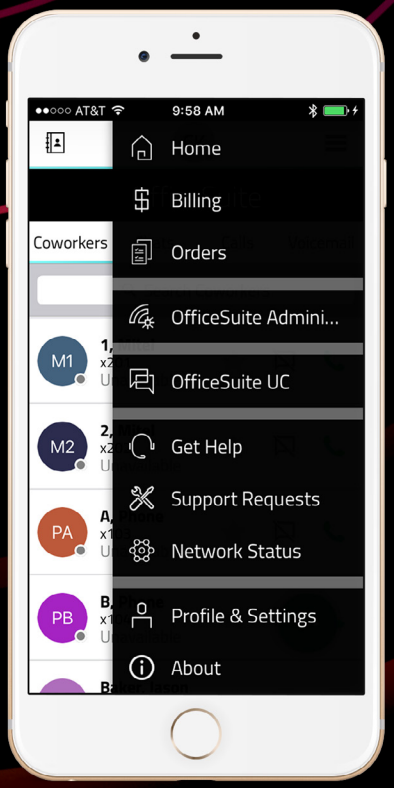
Chat live in real time with anyone in your organization

Text with anyone outside of the organization without using your personal mobile number

View the availability of every coworker and click-to-call them

Customize dashboards so employees can self-manage features

Make changes, provision services, add users and order phones and devices



Collaborate easily to enhance productivity and save on travel costs

OfficeSuite HD Meeting®

Meet, chat, collaborate and share to get work done from anywhere

Host unlimited online high-definition video meetings for up to 1,000 people with just 1 click

Eliminate travel costs and delays and meet face-to-face hassle-free

Present and collaborate on anything in real time

Share any application or your entire desktop

Compatible with existing conference room systems like: Polycom, Cisco, Tandberg and LifeSize

Record any audio or video meeting

Allow all of your office and staff to act as one team

Integrate seamlessly with Outlook and Google

Utilize high definition video and audio conferencing apps for Windows, iOS and Android

Share your ideas and work from any device

Streamline and improve tasks with these powerful integrations

Standards-based API allows you to connect third-party applications to OfficeSuite UC.

Salesforce

Integrate powerful UC features within Salesforce to enhance productivity, improve customer service, save time and increase management visibility.

Skype for Business

With no switches to manage or monitor, bring calling and phone presence functionality into Skype and Lync without any additional Microsoft licenses or charges.

G Suite

Click-to-call from any webpage or web app and bring UC to your Google apps.

Slack

View the presence of coworkers, make OfficeSuite UC calls, send SMS text messages and launch OfficeSuite HD meetings within Slack to streamline collaboration.

Microsoft Office 365

Make your contacts, email and calendar part of your UC solution.

Microsoft Dynamics

Streamline everyday functions and gain access to new UC features.

Amazon Alexa and Google Assistant

Manage voicemail and change call forwarding, twinning and Do Not Disturb settings using voice commands from any Amazon Alexa or Google Assistant enabled device.

Microsoft Teams

Enhance collaboration with integrated UC calls and HD video, audio and web conferencing.

Web-based CRMs

Maximize productivity by integrating calling with Hubspot, 1CRM, Apptivo, Clio Desk, Freshdesk, JobDiva, Nutshell and Insightly.

Then add SD-WAN Concierge: The ideal UCaaS network platform

Enterprise computing is making a transformational shift to the cloud. Now it's time for the network powering that shift to transform, too. SD-WAN Concierge™ from Windstream Enterprise is a cloud-delivered, fully-managed network service designed to optimize performance, reliability and availability to meet escalating customer expectations in an always-on cloud connected world.

Windstream Enterprise's highly regarded SD-WAN solution uses software-defined networking (SDN) technology to dynamically route traffic in real time over a combination of private and public access types —including standard broadband Internet connectivity—to connect multiple locations with active/active redundancy. Customers maintain control over their network from a single centralized location rather than requiring them to manage various routers, firewalls and switches on a remote basis or using multiple management tools. The result is a transformational level of network and application visibility and control that could not be achieved before using traditional network technology. All of which makes SD-WAN an ideal platform for cloud-based UC.

A fully-managed SD-WAN solution with a game-changing feature set

Fully managed service

Concierge customers get an assigned service manager who provides proactive guidance freeing IT to focus on innovation/growth

Business Aware Cloud Network™

Proprietary technology for improved cloud-based application performance based on business policies/needs

Industry-tailored, cloud-based solutions

Suite of integrated services to improve customer experience based on specific objectives

Powerful management tool

Complete visibility and control via easy to use centrally managed SD-WAN application

Dynamic WAN selection

Application routing for maximum performance and minimum downtime

Active/active connectivity

Diverse connections at each site for optimized resiliency/availability

Cloud core architecture

Proprietary software-based convergence of voice, data and video apps with low-touch provisioning

Flexible connectivity options

Integrate any private or public connections into a unified Hybrid WAN

Highly secure network

Abstracted overlay creates a private VPN across connection points

SD-WAN from Windstream Enterprise supports optimized application performance and connectivity across the entire organization

OPTIMIZED PERFORMANCE

Improve customer experience with high-performing, prioritized apps and virtually no downtime

ENTERPRISE-LEVEL SECURITY

Reduce risk with encryption to secure all connections, including broadband internet

SIMPLIFIED MANAGEMENT

Real-time intelligence via intuitive centralized management application puts you in control

COST EFFICIENCIES

Leverage lower cost, high-bandwidth broadband while eliminating capital expenditures so IT can focus on strategic innovation

OfficeSuite UC + SD-WAN: UCaaS at its best

Optimized unified communications availability and performance

Premier performance/quality

An integrated, 100% cloud-based unified communications and SD-WAN solution that offers premier level performance and availability without the premier price. It's the ideal voice, collaboration and conferencing solution for businesses where quality and reliability are essential to organizational innovation and success.

Easy to deploy and use

OfficeSuite UC with SD-WAN empowers administrators and users with comprehensive capabilities to manage services, instantly make changes, provision services, add users and order phones and devices through an intuitive, easy-to-navigate experience.

Reliability/productivity

When it comes to communications, failure is not an option. OfficeSuite UC with SD-WAN delivers voice and collaboration service designed for maximum uptime and error-free voice and video. The results are flawless communications that maximize employee productivity and support the customer experience needed to win in fast-paced business environments.

More bandwidth for the buck

Using SD-WAN Concierge, and OfficeSuite UC lets you supplement existing access connections with cost-effective, highly-available broadband, giving you more bandwidth at significantly lower costs. SD-WAN also lets you control and prioritize your apps to help you take the power of your bandwidth even further.

The Windstream Enterprise advantage

OfficeSuite UC with SD-WAN is a fully-managed high performance UC solution with the SD-WAN advantage built right in. This lets you deploy a complete voice and collaboration solution with active/active connectivity to assure the highest level of quality and availability, as well as seamless failover to ensure continuity.

UCaaS and SD-WAN: 1 + 1 = 3

OfficeSuite UC

- Award-winning cloud solution from a true UC pioneer
- 100% cloud UCaaS service
- Uniquely reliable, secure technology—we own the code

SD-WAN Concierge

- High performance with up to 100% SLA
- Concierge services for proactive expert guidance
- Complete visibility and control over business and security policies

Ideal scenarios for OfficeSuite UC with SD-WAN

- Consolidating disparate UC systems into an enterprise-wide standardized solution
- Utilizing broadband access options to maximize cost-effective bandwidth
- Requiring a highly reliable, high-quality UC solution and network
- Replacing traditional networks with more cost-effective alternatives
- Seeking to reduce the number of vendors to manage
- Wanting complete visibility and control of UC services/network

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 OfficeSuite UC with SD-WAN, visit windstreamenterprise.com

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