OfficeSuite UC®

Cloud communications for
a new world of business

WINDSTREAM ENTERPRISE

Powerful tools to transform the way you do business

LOWER IT AND ADMINISTRATIVE COSTS

Dramatically reduce the time and resources required to manage and maintain your phone system and communications services with centralized management via the WE Connect portal.

- Enjoy free and automatic lifetime upgrades and maintenance
- Mix and match seat types and add users and features based on business demands
- Enhance productivity and save time when employees self-manage features

LET BUSINESS TAKE PLACE EVERYWHERE

Increase productivity by enabling your employees to work and collaborate seamlessly from anywhere using deskphones, smartphones and laptops.

- Get business calls, faxes and emails on any device
- Meet face-to-face and collaborate on any project in real time via video conference
- Access and manage everything you need securely online from anywhere

One unified communications solution for all your 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

UNIFY ALL EMPLOYEES AND SITES

Use one system for your entire organization without expensive wiring or IT support. Experience seamless collaboration and communicate across locations, while reducing IT complexity.

- Administer changes easily for every employee and site from one online portal
- Leverage features and extension dialing across all locations
- Move between offices, share workspaces and use any phone as your own

AVOID DISASTERS AND ENSURE BUSINESS CONTINUITY

Secure everything you need in the cloud and remain reachable to customers during disasters even if your physical office isn't open.

- Quickly and easily manage any feature or setting remotely
- Use any device to make calls, check voicemail, fax, chat or video conference
- Meet face-to-face and collaborate with clients in real time from anywhere

Business communications unlike any other

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.

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.

APPROXIMATELY

380,000

USERS ON OUR PLATFORM

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. Ensure business continuity and avoid costly downtime during disasters.

The most secure communications system

Unlike other providers, we own the code and utilize unique technology instead of SIP or open source to help you meet SOC2 and HIPAA compliance requirements. OfficeSuite UC delivers a proprietary design to encrypt meetings and messages and secure everything in the cloud—no data or information is stored on the phone where it can be vulnerable to theft. We enlist our own development team who is dedicated to rapid advancements based on our customer's needs and requirements.

Features to make your employees even more productive

Because we develop our own software, features are added often and updated frequently—at no additional cost.

Account Codes
Auto Attendants (unlimited)
Auto Attendants – Nested
Auto-Generated Key Labels
Broadcast Groups
Business Quality Voice Lines
Call Coverage
Call Coverage – Incoming Call Routing
Call Detail Records
Call Display
Call Forward
Call Groups
Call History Reporting
Call Hold
Call Hunting (circular and linear)
Call Park/Retrieve
Call Permissions Profiles (by user)
Call Transfer
Call Waiting Tone
Caller ID with Name
Caller's List (inbound & outbound)
Click-to-Call
Company-Wide Chat
Context Soft Keys
Do Not Disturb
Emergency Forwarding
Enhanced Dial Tone
E911 Compliant
Extension Dialing (3, 4 or 5 digits)
Fixed Function Keys
Geographic Redundancy*
Hands-Free Speakerphone
Headset Capable
Hot Desking/Multi-Desking
Hunting
Incoming Call Routing
Integrated Ethernet Switch
Intercom
Join/Leave Call Groups
Join/Merge Calls
Local Phone Numbers (DIDs)
Mobile Apps
Mobile Twinning
Monitor Groups
Multiple Business Hour Profiles
Multiple CLIDs
Multiple Line Appearances
Music on Hold
Mute
WE Connect Desktop and Mobile Apps
Online Management
Online Self-help Documentation
Phone Directory – Employee
Phone Directory – External via Portal
Key Profiles (by user type)
Page
Power Over Ethernet Phones (IEEE 802.3af)
Presence and availability
Private CLIDs
Programmable Keys
Redial
Redirect – Emergency Forwarding
Ring Tones
Selective Call Routing
Self-labeling Keys
Site Page (via speakerphone)
Speakerphone
Speed Dial, One-Touch
Station Busy Lamp Indicator – Silent
Ten-way Calling
Transfer Direct to Voicemail
Unlimited Calling Nationwide
Visual Voicemail and Speech to Text
Visual Voicemail Website
Voicemail
Voicemail Auto-Forward All to e-mail ID
Voicemail Forward to Co-Worker Ext.
Voicemail Message Waiting Indicator (MWI)
Voicemail Notification via e-mail or SMS
Voicemail Return Call During VM Retrieval
Voicemail Smartphone App
Zero Out of Voicemail – Personal Target

OPTIONAL EQUIPMENT AND SERVICES

Additional Phone Numbers Nationwide
Analog Extensions with/without Voicemail
Bluetooth Options (select phones)
Call Dialer
Conference Phones
Cordless Phones
Entry/Door Control Systems
Gigabit Ethernet Phones
Headsets
OfficeSuite UC Click-to-Call Extension
OfficeSuite UC Connector for Google®
OfficeSuite UC Connector for Google Assistant
OfficeSuite UC Connector for Microsoft Dynamics
OfficeSuite UC Connector for Microsoft Teams
OfficeSuite UC Connector for Salesforce®
OfficeSuite UC Connector for Skype for Business
OfficeSuite UC Connector for Web-Based CRMs
OfficeSuite UC Connector for Amazon Alexa
OfficeSuite UC Connector for Slack
OfficeSuite HD Meeting®
Online Faxing (Inbound/Outbound)
Overhead Paging Interface
PoE Switches
SMS Text Messaging
Single Sign-On
Softphones-Mac, Mobile and PC
Video Phones
Wireless DECT Handsets and Headsets (select phones)

*Subject to availability

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.

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

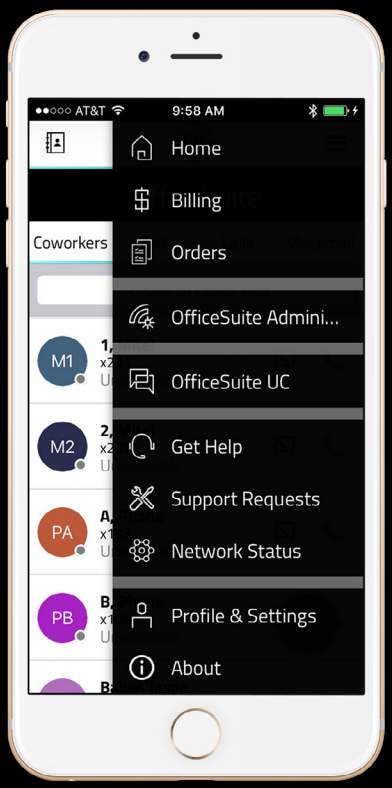
Chat live in real time with anyone in your organization

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



Control it all from the cloud, not your desk phone

Make real-time changes from anywhere without ever touching a desk phone, stepping foot in an office, or calling your technical team or customer service.

Use any device, anywhere, anytime

Meet face-to-face with customers, chat live with colleagues, take calls, send faxes and make changes from any PC, laptop, tablet or smartphone.

Manage everything from one place

Log in to easily make company-wide changes, add employees, update auto attendants, forward phones or get help instantly.

Unlock employee potential with customizable access

Give employees secure access to only the tools they need to get their work done. Create profiles to quickly add employees with the same permissions.

Order services quickly and easily

Manage, build, install, activate and track service orders for faster turn-up through the Order Wizard.

Quick access to support for every employee

Get answers instantly. Watch instructional videos or chat live with a support representative. Everything is available 24/7 in our online community.

Move beyond help desk support

Redeploy IT resources when employees can easily use and manage all of the features of the system from an intuitive dashboard.

Collaborate instantly with your team

Instantly see who is online and available to help get work done. Click-to-call, meet or chat in real time across all your locations.

Gain new business insights

Identify staffing inefficiencies, enhance productivity, boost satisfaction and elevate sales efforts with built-in business intelligence tools.

Why OfficeSuite UC?

Comprehensive services
OfficeSuite UC provides a complete portfolio of cloud-based voice, collaboration and contact center solutions.

Quality and control
Windstream is unique in that we provide both unified communications and network services which means we can not only measure quality we can guarantee it with our advanced suite of SD-WAN and network services.

User experience
Our award-winning customer portal and applications make it easy for administrators and end users to manage communications.

Security and compliance
No information or data is stored on vulnerable local servers. Our databases are stored on secure servers in our cloud infrastructure—all protected by industry-standard firewalls, in a hosted carrier-grade data centers with strong security controls and compliance audits to make sure your data is protected.

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

- 100% cloud UC service
- Developed by a leading cloud provider and UC pioneer
- Delivers 99.99% SLA
- Approximately 380,000 users on our platform
- Optimal security, including SOC2 and HIPAA certifications
- Best-in-class WE Connect portal
- Ease of use
- Proven success
- We own the code
- Choice for businesses with up to 20,000 users

IHS Markit 2019 UCAAS SCORECARD ★A. LEADER★

2019

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, visit windstreamenterprise.com

WINDSTREAM ENTERPRISE

CONNECT. TRANSFORM. ELEVATE.

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