



# Why Unified Communications? Why Windstream Enterprise?

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Companies of all sizes are adopting cloud-based Unified Communications as a Service (UCaaS) as part of their overall business communications systems.

# Remote work is here to stay. Are you prepared?

Savvy IT and business leaders are integrating disparate business communications systems in the cloud and sharing them with remote employees via UCaaS.

UCaaS combines video, voice, text, email and more into a single, collaborative virtual workspace that employees can access 24/7 from anywhere.

By integrating these tools and ensuring they're easy to access, organizations can achieve workflow efficiencies that lead to employee productivity and customer satisfaction. What's more, UCaaS can be simple to implement from a business perspective as well. It requires no on-premises hardware or in-house IT expertise because it's delivered as a service by the experts at Windstream Enterprise.

By 2025,

36.2 million

Americans will be remote—an increase of 16.8 million people from pre-pandemic rates.<sup>1</sup>

In 2021 and beyond, IDC expects worldwide unified communications and collaboration growth will be driven by customers across all business size segments (small, midsize and large) with interest especially in video, collaboration, UCaaS, mobile applications and digital transformation (DX) projects.<sup>2</sup>

# Virtual collaboration advantages of UCaaS

## UCaaS is a perfect fit for enterprises:

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Looking to increase productivity and customer engagement through enhanced collaboration and mobility tools

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Dealing with aging telephony equipment and/or limited feature sets

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Planning to unify their locations under a single system

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Experiencing fluctuations in customer demands

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Requiring business continuity and disaster recovery

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Desiring a scalable solution that can accommodate rapid growth—all while avoiding capital expenditures

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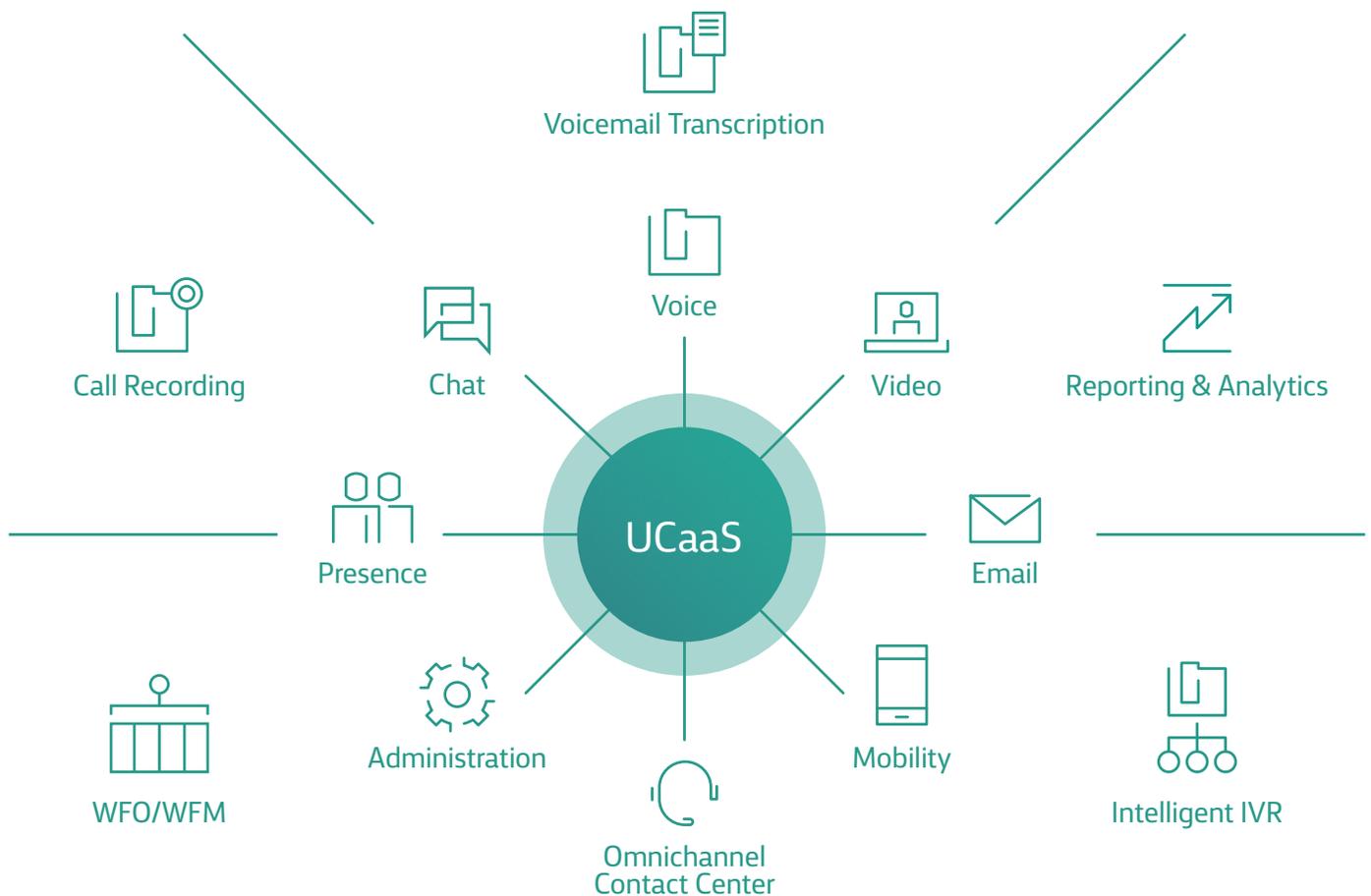
The global UCaaS market size is expected to expand at a compound annual growth rate (CAGR) of

# 23.6%

from 2021 to 2028.<sup>3</sup>

# How UCaaS works

Upgrading from legacy voice, email and messaging services to next-gen UCaaS makes it easier for organizations to meet their needs today while future-proofing them for the ever-changing business landscape. UCaaS supports the integration of popular CRM tools and apps to help boost productivity and customer experience. Additionally, UCaaS provides a powerful customer service solution when combined with Contact Center as a Service (CCaaS).



# Key features



## **Total collaboration from anywhere**

No matter where they are or what device they're using, employees can respond any time and stay productive with a single platform for voice, video conferencing, messaging and more.



## **Enhanced CX**

Integrated voice, web chat, email, fax and reporting capabilities enable UCaaS-based contact centers of any size to deliver experiences that result in happier customers.



## **Low total cost of ownership (TCO)**

UCaaS eliminates expensive upfront CAPEX costs and the need for dedicated IT support, allowing you to pay only for what you need according to a predictable monthly cost.



Our Windstream Enterprise Technical Service Manager helped make our SD-WAN and UCaaS migration a seamless experience.”

Rob Chaney Jr., Manager of IT, Wright & Filippis

# The Windstream Enterprise difference

As an analyst-recognized leader in product innovation, Windstream Enterprise offers award-winning managed UCaaS that stands apart in the industry.



## **Intuitive design**

Enable employees to self-learn and easily manage communications themselves, quickly boosting productivity and ROI.



## **Access anywhere**

Leverage communication features available from anywhere to help ensure business continuity, whether your employees are working remotely or at the office.



## **Full featured**

Get a cloud-based phone system with hundreds of features, including a native contact center application, company-wide chat and mobile apps, video and audio conferencing, web collaboration tools and much more.



## **Highly secure, SASE ready**

Do business with confidence—UCaaS solutions like OfficeSuite UC<sup>®</sup> are based on a proprietary design to ensure calls, chats, messages and meetings are encrypted. When combined with SD-WAN Concierge<sup>™</sup> and Managed Network Security, your UCaaS applications are more secure with a Secure Access Service Edge (SASE).

## The choice is yours

Select a UCaaS solution that aligns with your size and business needs.

**OfficeSuite UC** for small to enterprise-size businesses with up to 20,000 users.

**UCaaS, powered by Avaya**, for large enterprises with 500 to 40,000 users.

## Manage and configure your UCaaS solution with



Only UCaaS from Windstream Enterprise comes with WE Connect, a customizable portal that adapts to the way you manage your network. Gain immediate access to all the information about your services, along with the essential functions that help you manage and optimize your network.

**Centralized management.** Routine operational functions like adding users or locations now take moments instead of days.

**Real-time visibility.** Get an interactive view of network latency, packet loss and jitter by location, plus tools to customize reports.

**Anytime, anywhere, any device.**

WE Connect also comes in a mobile app that delivers all the functions of the desktop app.

## Industry recognition

**Windstream recognized in the 2022 Gartner® Magic Quadrant™ for UCaaS**

For the fourth consecutive year, Gartner has included Windstream in the Magic Quadrant for Unified Communications as a Service, Worldwide report.





OfficeSuite UC has given us a reliable phone system that's easy to manage, easy to use and has delivered significant cost savings.”

Barbara Shields, CIO, Calico

# Our promises to you

Windstream Enterprise solutions are backed by our WE will Commitment, our promise that we will deliver a network and voice solution that meets your business needs, for an unmatched, fully supported experience.



## Rate Lock Guarantee

When you upgrade your legacy services, we will lock in your rates for the life of your contract.



## Future Technology Guarantee

When the next generation of technology becomes available, you can upgrade at no additional cost.



## 100% Uptime Guarantee

If you experience anything less than 100%, we will credit your account—no questions asked.



## Satisfaction Guarantee

If you're not completely satisfied with how we live up to your expectations within the first year, you can walk away from your contract with no future obligation or early termination fees.



## Connectivity Bonus

We're so confident you'll love your purchase, we'll give you up to five months free.



## Professional Services Guarantee

Get free Professional Services when you purchase one of our strategic solutions.



Windstream Enterprise is a great partner that is constantly looking at the future of technology innovations and sees us as a partner, not just a client.”

Michael Irving, Chief Technology Officer,  
Community Dental Partners

# Equip your teams with UCaaS from Windstream Enterprise

With the rise of 100% remote workforces, and teams that contain a mix of on-site and remote employees, virtual teams need to be totally integrated so they can connect and collaborate with all the tools necessary to do their jobs. Equip your teams wherever they are with UCaaS from Windstream Enterprise. You'll get a resilient, cloud-based solution that can be deployed more quickly—and for less—than an on-premises solution.

1. Ozimek, Adam. Economist Report: Future Workforce. Upwork. November 2020.
2. Worldwide Unified Communications & Collaboration (UC&C) Market Soars in 2020, According to IDC. IDC. March 29, 2021.
3. Unified Communication as a Service Market Size, Share & Trends Analysis Report by Deployment (Public Cloud, Private Cloud), by Industry Vertical (IT & Telecom, Healthcare), by Region, and Segment Forecasts, 2021–2028. Grand View Research. March 2021.

Gartner® Magic Quadrant™ for Unified Communications as a Service, Worldwide, Rafael Benitez, Megan Fernandez, Christopher Trueman, Pankil Sheth, November 28, 2022.

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Cloud-enabled connectivity, communications and security—guaranteed.

Windstream Enterprise drives business transformation through the convergence of our proprietary software solutions and cloud-optimized network to unlock our clients' revenue and profitability potential. Our managed services streamline operations, enhance productivity and elevate the experience of our clients and their end users while securing their critical data and brand reputation. Analysts certify Windstream Enterprise as a market leader for our product innovation, and clients rely on our unrivaled service guarantees and best-in-class management portal. Businesses trust Windstream Enterprise as their single source for a high-performance network and award-winning suite of connectivity, collaboration and security solutions—delivered by a team of technology experts whose success is directly tied to our clients' complete satisfaction.

To learn more about UCaaS, visit [windstreamenterprise.com](https://windstreamenterprise.com)

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