WE
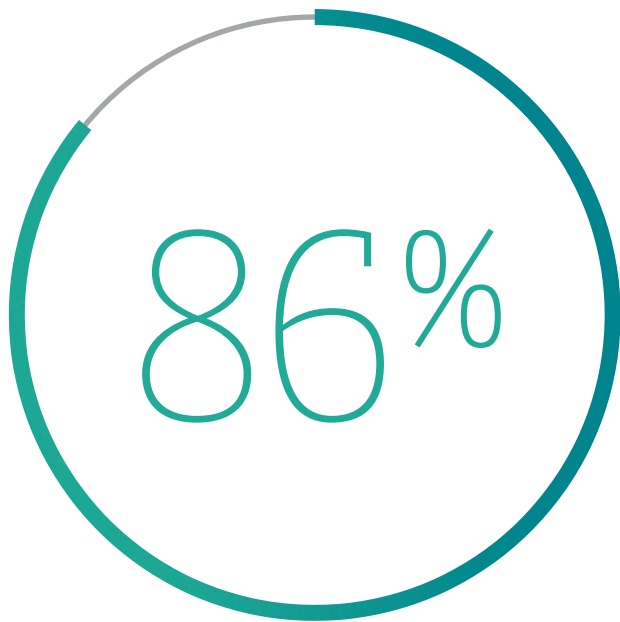
Deliver a 5-star guest experience now and in the future

Flexible, secure, cloud-enabled solutions
for the restaurant and hospitality industry

WINDSTREAM
ENTERPRISE

86%

86% of hospitality IT and business leaders say digitization efforts have increased demands on their WAN[1]

Elevate your guest and associate experience

Guests today expect personalized and frictionless experiences, no matter how and where they engage with your brand. At the same time, restaurateurs and hoteliers need to safeguard critical data and keep their reputations—and ratings—in good standing.

In a recent hospitality survey, the majority of respondents listed security as the top priority for their organizations.[2] With increased remote traffic, more connected devices and use of cloud-based apps that may leave a multitude of exposed endpoints, IT leaders worry that a breach of security could impact their guests, their reputation and their bottom line. As a result, many are stepping up their service game by moving to secure, cloud-ready networking and communications solutions that elevate the guest and associate experience and deliver a competitive edge.

Improving network security is a top priority for hospitality IT and business leaders over the next 12 months.[3]

Tailored solutions for restaurateurs and hoteliers

Exceed guest expectations while unlocking your revenue and profitability potential

Securely connect guests and associates

SD-WAN

This cloud-optimized network platform leverages software-defined intelligence for superior speed, reliability, security and control over network and application performance. With centralized management and full network visibility via our single-pane-of-glass portal, SD-WAN enables institutions and their network teams to adapt to rapidly changing IT environments and support cloud-based services like reservation requests and online ordering capabilities, secure transactions and more.

Get help from experts in the field

Managed Network Security (MNS)

A full 82% of hospitality leaders say their current system does not meet their cloud-based security needs completely.[4] MNS from Windstream Enterprise unifies stand-alone network security services into one robust network security and threat management solution—all fully managed by our certified security professionals.

Stop hacking attempts before they start

DDoS Mitigation Services

DDoS Mitigation Services from Windstream Enterprise offers full-time proactive monitoring of your network for Denial of Service (DoS) attacks. Our team of dedicated cyber security engineers can identify and begin scrubbing traffic within as little as 15 minutes of an attack, ensuring minimal interruption of access to key applications and resources for guests and associates.

Protect guest data and your hard-earned reputation

Secure Access Service Edge (SASE)

SASE is the unification of connectivity and security features. As the foundation of a robust SASE solution, SD-WAN provides unprecedented performance, visibility and control of your network, while Security Service Edge (SSE) features protect constantly moving guest and associate endpoints and applications from malicious distributed denial-of-service (DDoS) attacks.

Elevate the guest experience at every touchpoint

Contact Center as a Service (CCaaS)

Create meaningful guest experiences with the latest cloud-based contact center technology. Connect with guests on their terms, improve associate effectiveness with advanced self-service and AI-powered IVR solutions and eliminate expensive hardware costs—setting the stage for better conversions, guest retention and higher satisfaction rates.

Improve employee communications

OfficeSuite UC®

This is a Unified Communications as a Service (UCaaS) solution that keeps guests and associates connected no matter where they are or what device they use. This 100% cloud-based platform gives your hotel or restaurant flexibility while maintaining strong security controls.

"Windstream Enterprise project management and service delivery teams have done an excellent job of converting our locations to the new solution and ensuring we are ready for business when the doors open."

IT Manager
Global Casual Eatery

Gartner. Windstream named in the 2022 Gartner® Magic Quadrant™ for UCaaS, Worldwide for the 4th year in a row

WE | CONNECT

Total access. Total control.

Adding additional technologies and features won't help guest or associate satisfaction if they can't perform well. Windstream Enterprise provides easy-to-maintain solutions that simplify administrative functions while offering deep visibility and actionable insights.

With WE Connect, our award-winning management portal, you gain immediate access to all the information about your solutions and services to help you manage your endpoints—all from a single pane of glass.

Centralized management.
Perform routine operational functions, like adding new users or locations, in moments versus days.

Insight Engine.
See aggregated data across all locations in your ecosystem to help identify anomalies requiring corrective action.

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

Anytime, anywhere, any device.
Access WE Connect via a mobile device with all the functions of the desktop app.

Our promises to you

Windstream Enterprise is committed to transforming networks with solutions that help hoteliers and restaurateurs increase productivity, streamline operations and sharpen their competitive edge. Many of our solutions, including SASE, SD-WAN, OfficeSuite UC and Managed Network Security, are backed by the WE will Commitment, our promise to meet your networking and communication needs, for an unrivaled, 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.

Let's optimize your network for the cloud

Windstream Enterprise has deep experience servicing 1,000+ room resorts and 300+ site restaurant franchises. Hospitality solutions from Windstream Enterprise will elevate your network to drive a secure, frictionless and rewarding guest experience, every single time. And, our specialized team of experts is ready to partner with you to create solutions that flex and scale to address your specific challenges.

1. "Shift Your Network Thinking to SD-WAN and Security." A Forrester Consulting Thought Leadership Paper. Commissioned by Windstream Enterprise, March 2022.

2. "Shift Your Network Thinking to SD-WAN and Security." A Forrester Consulting Thought Leadership Paper. Commissioned by Windstream Enterprise, March 2022.

3. "Shift Your Network Thinking to SD-WAN and Security." A Forrester Consulting Thought Leadership Paper. Commissioned by Windstream Enterprise, March 2022.

4. "Shift Your Network Thinking to SD-WAN and Security." A Forrester Consulting Thought Leadership Paper. Commissioned by Windstream Enterprise, March 2022.

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

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 hospitality clients' revenue and profitability potential. Our managed services enable a seamless guest experience by streamlining operations to make our clients' properties an ideal destination, enhancing their 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. Owners 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 Windstream Enterprise solutions for restaurant + hospitality, visit windstreamenterprise.com

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