



XaaS

8 reasons to migrate from legacy communications systems to a cloud-based solution

Replace your legacy Avaya and Nortel platforms with the cloud-based unified communications and contact center services to empower your workforce, improve collaboration and enhance CX.

Upgrade to a scalable, future-proof solution on a familiar platform

Gain reliable, high-performance connectivity for improved productivity and CX

01 Security

End-to-end security capabilities across the communications stack

Windstream Enterprise solutions have features that keep communications secure, including adoption of the Advanced Encryption Standard 256 Bit (AES-256), TLS security between Communication Manager and gateways, improved certificate management and an end-to-end encryption indicator for SIP devices.

02 Scalability

High-performance architectures with the power to handle growing needs

Even in the smallest configuration, XaaS solutions from Windstream Enterprise provide resiliency and engagement capabilities. XaaS supports virtually all media types and collaboration connections with a capacity of 3.5M busy hour call completions (BHCC) across 28 Session Managers.

03 SIP integration

Session Initiation Protocol (SIP) for a truly open communications environment

With XCaaS, you can make the migration to SIP flexible and efficient. No need for a flash cut to SIP—Windstream Enterprise XCaaS platforms support a mix of SIP and non-SIP components, making it easy to migrate your trunking, core dial plan and endpoints at a pace that makes sense for you.

05 Team collaboration

Simple, contextual, multi-channel communications

Windstream Enterprise XCaaS solutions embed communications directly into the applications, browsers and devices people use every day for calling, messaging, conferencing and collaboration. Users gain a more natural and efficient way to connect, communicate and share—exactly when, where and how they want.

07 Reliability

Collaboration solutions where redundancy comes standard

Our latest XCaaS solution is 100% carrier-grade. We ensure maximum uptime for our customers with redundancy in our data centers and circuits; some designs may include local survivability.

04 Open and standards based

Support for existing applications and third-party integration

Open standards require true unified communications systems to integrate legacy functionality, industry leading collaboration services, and key solutions from third party developers. Windstream Enterprise's XCaaS platforms are based on open standards and enables you to leverage third party apps that meet your unique needs.

06 Omnichannel CX

Connect with customers across all channels

Engage customers and deliver a superior omnichannel experience with CCaaS. This feature-rich, open solution fully integrates with UCaaS to improve agent efficiency and enhance customer engagement. Access 360° data to fuel smarter decision-making and improve customer loyalty, as well as integrate systems and processes to improve workflow, optimize resources, and maximize ROI.

08 Investment protection

A solution designed for evolutionary migration vs. "Rip and Replace"

Windstream Enterprise XCaaS applications are designed to make integration and migration from existing investments as efficient and easy as possible.

Start planning your path to the cloud today

Contact your Windstream Enterprise representative to learn how to migrate from your legacy on-premises system to cloud based unified communications.

Note: Exact features/functionality may vary between specific Windstream Enterprise UCaaS and CCaaS solutions.

About Windstream Enterprise

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 and CCaaS Solutions, visit windstreamenterprise.com

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