OfficeSuite UC®

Cloud communications for a new world of business
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 (UC) 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

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.

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.
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 SOC 2 Type 2 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 and outbound)
Click-to-Call
Click-to-Call Extension
Company-wide Chat
Context Soft Keys
Do Not Disturb
Emergency Forwarding
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
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
Voicemail
Voicemail Auto-Forward All to Email ID
Voicemail Forward to Co-Worker Ext.
Voicemail Message Waiting Indicator (MWI)
Voicemail Notification via Email or SMS
Voicemail Return Call During VM Retrieval
Zero Out of Voicemail – Personal Target

OPTIONAL EQUIPMENT AND SERVICES
Additional Phone Numbers Nationwide
Analog Extensions with Voicemail
Bluetooth Options (select phones)
Conference Phones
Cordless Phones
Enhanced Dial Tone
Entry/Door Dial Tone
Gigabit Ethernet Phones
Mobile Twinning
OfficeSuite Contact Center Services
OfficeSuite HD Meeting®
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 Web-based CRMs
OfficeSuite UC Connector for Amazon Alexa
Online Faxing (Inbound/Outbound)
Overhead Paging Interface
PoE Switches
SMS/MMS Messaging
Single Sign-On
Softphones: Mac, Mobile and PC
Video Phones
Visual Voicemail and Speech-to-Text
Wireless DECT 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 high-definition video meetings for up to 1,000 people with just one 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.

**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.

**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 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.

**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.

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 SOC 2 Type 2 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

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