



Why OfficeSuite UC? Why Windstream Enterprise?

Streamline information sharing and team collaboration across an ever-evolving work environment with our proprietary cloud-based platform.

A unified communications solution for all your needs

Powering workforce communications and connectivity

Transform how you do business by giving your employees the freedom to work from anywhere. Our system revolves around users, so data can be shared among all of your devices. Whether on-site with a customer, traveling or working remotely, features and services are always accessible. Ensure business continuity and avoid costly downtime during disasters.

Delivering the most secure communications system

Unlike other providers, we own the code and utilize proprietary technology instead of open source to help you meet SOC 2 and HIPAA compliance requirements. OfficeSuite UC® encrypts messages and secures everything in the cloud—no data or information is stored on a device where it can be vulnerable to theft.

-
- + Cloud-based phone system with hundreds of features.
 - + Real-time visibility and control.
 - + AI-powered virtual assistant.
 - + Company-wide chat and mobile apps.
 - + Visual voicemail, speech-to-text and unlimited calling.
 - + Integrations with off-the-shelf and custom business applications.
 - + Virtual meetings and collaboration.
 - + Contact center application.

Powerful tools to transform the way you do business

LOWER IT AND ADMINISTRATIVE COSTS

Reduce the time and resources required to manage and maintain your phone system and communications services with centralized management via the OfficeSuite 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 with employee self-management features.

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 complexity.

- + Administer changes easily for every employee and location from a single interface.
- + 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 is down.

- + Use any device to make a call, check voicemail, email, chat or video conference.
- + Securely manage your account and services from anywhere.
- + Meet virtually and share content in real time.

100+ features to enhance productivity

911 Notifications

Account Codes

AI Assistant

Auto Attendants (unlimited)

Auto Attendants – Nested

Auto-Dial (automatic ringdown)

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 & 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

Contextual Soft Keys

Do Not Disturb

Emergency Forwarding

E911 Compliant

Extension Dialing (3 to 7 digits)

Fixed Function Keys

Geographic Redundancy

Group Presence Routing by Time of Day,
Day of Week

Group Twinning

Group Voicemail

Hands-Free Speakerphone

Headset Capable

Hot Desking/Multi-Desking

Hunting

Incoming Call Routing

Integrated Ethernet Switch

Intercom

Join/Leave Call Groups

Join/Merge Calls

Key Profiles (by user type)

Local Phone Numbers (DIDs)

Mitel MobileLink (select phones)

Mobile Apps

Mobile Twinning

Monitor Groups

Multiple Business Hour Profiles

Multiple CLIDs

Multiple Line Appearances

Music on Hold

Mute

OfficeSuite UC Click-to-Call Extension

OfficeSuite UC for Chrome Add-in
for CRM integrations

Online Self-Help Documentation

Phone Directory – Employee

Phone Directory – External via Portal

Page

Power Over Ethernet Phones

Presence & Availability

Private CLIDs

Programmable Keys

Redial

Redirect – Emergency Forwarding

Ring Tones

Selective Call Routing

Self-Labeling Keys

Site Page

Speakerphone

Speed Dial

Station Busy Lamp Indicator – Silent

Ten-Way Calling

Transfer Direct to Voicemail

Unlimited Calling Nationwide*

Visual Voicemail & Speech-to-Text

Voicemail

Voicemail Auto-Forward All to E-mail ID

Voicemail Forward to Co-Worker Ext.

Voicemail Message Waiting Indicator

Voicemail Notification via E-mail

OfficeSuite UC Desktop & Mobile Apps

Zero Out of Voicemail – Personal Target

OPTIONAL EQUIPMENT & SERVICES

Additional Phone Numbers Nationwide

Analog Extensions with Voicemail

Bluetooth Options (select phones)

Conference Phones

Cordless Phones

Entry/Door Control Systems

OfficeSuite HD Meeting®

Overhead Paging Interface

Softphones – Mac, Mobile & Desktop

WiFi Phones (select models)

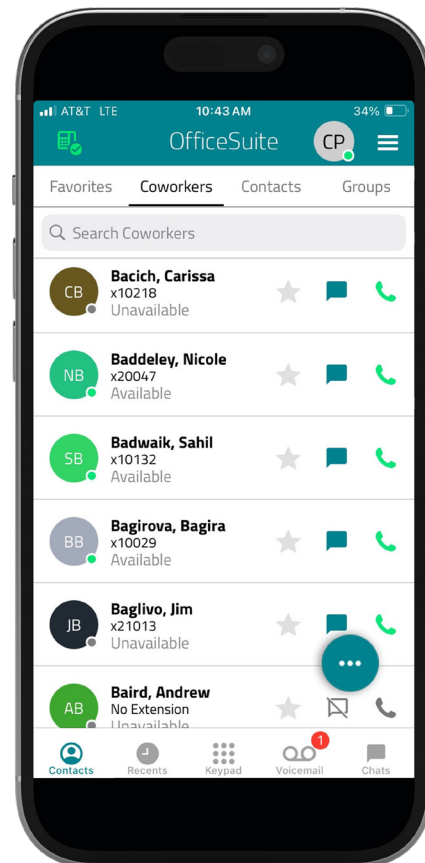
Wireless DECT Headsets
(select phones)

OfficeSuite portal: The heart of your unified communications system

Administrators and end users can easily make changes to the system and their individual accounts from our integrated portals—with a single sign on to manage it all.

Utilize OfficeSuite to:

- + Chat in real time with anyone in your organization.
- + View the availability of every coworker and click-to-call them.
- + Make changes, provision services, add users and order phones and accessories.
- + Take your communications with you wherever you work with OfficeSuite UC mobile apps.





Power your workforce

Leverage OfficeSuite HD Meeting for a robust set of tools to enhance and inspire, including full HD video, advanced screen share, session recording, chat, live streaming, auto dial-in and more.



Unlock employee potential with customizable access

Give employees secure access to only the tools they need to get their work done.



Stay informed and increase productivity with an AI assistant

Get real-time answers and support anytime, anywhere, with a powerful, built-in AI assistant.



Use any device, anywhere, anytime

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



Control it all from the cloud

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



Manage everything from one place

Log into OfficeSuite to add employees, update Auto Attendants, forward phones or get help instantly.



Support end users

Get answers instantly by watching instructional videos in the WE Connect portal.



Order services quickly and easily

Manage, build, install, activate and track service orders for faster turn-up.



Gain new business insights

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

Why OfficeSuite UC?

Complete visibility and control

Our best-in-class OfficeSuite portal delivers an unrivaled digital experience, complete with intuitive desktop and mobile applications for real-time visibility, administrative control and seamless end-user communication.

One provider to deliver it all

Ensure higher resiliency and optimized performance by converging UC and contact center services in a Secure Access Service Edge (SASE) framework via a single pane of glass—backed by a dedicated team of technology experts.

Predictable, budget-able expenses to plan for it all

Consistent monthly fee per seat, combined with included intra-company calling, helps defend against “sticker shock.”

Our managed connectivity, communications and security solutions are innovative. Your business outcomes are imperative.

To learn more about OfficeSuite UC,
visit windstreamenterprise.com

WINDSTREAM
ENTERPRISE