OfficeSuite UC with SD-WAN

Taking cloud-based unified communications to a new optimized level of performance
Introducing OfficeSuite UC Concierge with SD-WAN Concierge

100% cloud-based unified communications and SD-WAN join forces for supreme reliability and quality of service—satisfaction guaranteed

Cloud-based office telephone/unified communications systems leveraging broadband Internet are now the solution of choice for businesses of every shape and size. But as organizations increase their reliance on cloud applications—placing increased pressure on a finite amount of network bandwidth—performance and reliability can be an issue. Especially with quality-sensitive applications such as voice and video, where any delay or latency can lead to an imperfect customer experience. That is, until now.

OfficeSuite UC® Concierge with SD-WAN Concierge™ combines the simplicity and security of the award-winning OfficeSuite integrated Unified Communications as a Service (UCaaS) application suite—a 100% cloud-based solution trusted by professionals across the country—with the superior performance, reliability and flexibility of Windstream Enterprise’s SD-WAN Concierge.

Pair OfficeSuite UC with SD-WAN Concierge and receive white glove OfficeSuite UC Concierge service. Add LAN Services Concierge support, which includes Secure WiFi, IP cameras and switches, when purchasing both SD-WAN Concierge and OfficeSuite UC Concierge. An assigned technical service manager will be your single point of contact and provide proactive guidance on how to optimize your SD-WAN and OfficeSuite applications, make configurations on your behalf and teach your administrators how to use self-manage and control application within the WE Connect portal.

Individually, these solutions are enabling companies in virtually every industry to improve teamwork and productivity and deliver a superior and consistent customer experience. Together, they offer an unmatched combination of performance, functionality and reliability—backed by up to a 100% SD-WAN SLA—that can be a game-changer for any size or type of organization seeking to achieve a competitive advantage.
OfficeSuite UC: Powerful integrated business communications made easy for everyone

Powerful, yet easy-to-use, OfficeSuite UC is a UCaaS solution blending user-centric design with advanced technology. It includes a complete suite of voice and collaboration features that can be tailored to the unique needs of any organization, from small businesses to mid-market enterprise. It’s so intuitive, employees can easily manage communications themselves, boosting their productivity. It’s also highly flexible and can easily scale to 20,000 users. Finally, because it’s built on proprietary technology, it’s both highly reliable and highly secure.

Everything needed to take business communications and customer experience to a new level

OfficeSuite UC includes features & functionality for all your communications needs

<table>
<thead>
<tr>
<th>Cloud-based phone system with hundreds of features and unlimited calling</th>
<th>Integrates with existing off-the-shelf and custom developed business applications</th>
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<tbody>
<tr>
<td>Native contact center application</td>
<td>Visual voicemail and speech-to-text</td>
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<tr>
<td>Company-wide chat and mobile apps</td>
<td>Online faxing tools for any device</td>
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<tr>
<td>Video and audio conferencing, web collaboration tools</td>
<td>Presence and availability</td>
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</tbody>
</table>

Windstream recognized in the 2019-2021 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 third consecutive year, Gartner has included Windstream in the Magic Quadrant for Unified Communications as a Service, Worldwide report.
It all starts with OfficeSuite UC: 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.

The most secure communications system
Unlike most other service providers, we own the code and utilize unique technology instead of SIP or open source to help you meet SOC2 and HIPAA compliance requirements and ensure calls, chats, messages and meetings are encrypted and no data or information is stored on the phone where it can be vulnerable to theft. We enlist our own development team who are dedicated to rapid advancements based on our customer’s needs and requirements.

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. This helps ensure business continuity and avoids costly downtime during disasters.
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
- Learn from a technical service manager how to self-manage and control applications
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 online high-definition video meetings for up to 1,000 people with just 1 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.

Skype for Business
With no switches to manage or monitor, bring calling and phone presence functionality into Skype and Lync without any additional Microsoft licenses or charges.

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 SMS 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.

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.

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.
Then add SD-WAN Concierge: The ideal UCaaS network platform

Enterprise computing is making a transformational shift to the cloud. Now it’s time for the network powering that shift to transform, too. SD-WAN Concierge™ from Windstream Enterprise is a cloud-delivered, fully-managed network service designed to optimize performance, reliability and availability to meet escalating customer expectations in an always-on cloud connected world.

Windstream Enterprise’s highly regarded SD-WAN solution uses software-defined networking (SDN) technology to dynamically route traffic in real time over a combination of private and public access types — including standard broadband Internet connectivity — to connect multiple locations with active/active redundancy. Customers maintain control over their network from a single centralized location rather than requiring them to manage various routers, firewalls and switches on a remote basis or using multiple management tools. The result is a transformational level of network and application visibility and control that could not be achieved before using traditional network technology. All of which makes SD-WAN an ideal platform for cloud-based UC.

A fully-managed SD-WAN solution with a game-changing feature set

**Fully managed service**
Concierge customers get an assigned service manager who provides proactive guidance freeing IT to focus on innovation/growth

**Business Aware Cloud Network™**
Proprietary technology for improved cloud-based application performance based on business policies/needs

**Industry-tailored, cloud-based solutions**
Suite of integrated services to improve customer experience based on specific objectives

**Powerful co-management portal**
Complete visibility and control via easy to use centrally managed SD-WAN application

**Dynamic WAN selection**
Application routing for maximum performance and minimum downtime

**Active/active connectivity**
Diverse connections at each site for optimized resiliency/availability

**Cloud core architecture**
Proprietary software-based convergence of voice, data and video apps with low-touch provisioning

**Flexible connectivity options**
Integrate any private or public connections into a unified Hybrid WAN

**Highly secure network**
Abstracted overlay creates a private VPN across connection points
SD-WAN from Windstream Enterprise supports optimized application performance and connectivity across the entire organization

**OPTIMIZED PERFORMANCE**
Improve customer experience with high-performing, prioritized apps and virtually no downtime

**ENTERPRISE-LEVEL SECURITY**
Reduce risk with encryption to secure all connections, including broadband internet

**SIMPLIFIED MANAGEMENT**
Real-time intelligence via intuitive centralized management application puts you in control

**COST EFFICIENCIES**
Leverage lower cost, high-bandwidth broadband while eliminating capital expenditures so IT can focus on strategic innovation
OfficeSuite UC + SD-WAN: UCaaS at its best

Optimized unified communications availability and performance

Premier performance/quality

An integrated, 100% cloud-based unified communications and SD-WAN solution that offers premier level performance and availability without the premier price. It’s the ideal voice, collaboration and conferencing solution for businesses where quality and reliability are essential to organizational innovation and success.

Easy to deploy and use

OfficeSuite UC with SD-WAN empowers administrators and users with comprehensive capabilities to manage services, instantly make changes, provision services, add users and order phones and devices through an intuitive, easy-to-navigate experience.

Reliability/productivity

When it comes to communications, failure is not an option. OfficeSuite UC with SD-WAN delivers voice and collaboration service designed for maximum uptime and error-free voice and video. The results are flawless communications that maximize employee productivity and support the customer experience needed to win in fast-paced business environments.

More bandwidth for the buck

Using SD-WAN Concierge, and OfficeSuite UC lets you supplement existing access connections with cost-effective, highly-available broadband, giving you more bandwidth at significantly lower costs. SD-WAN also lets you control and prioritize your apps to help you take the power of your bandwidth even further.

Satisfaction guaranteed

We guarantee your complete satisfaction when purchasing OfficeSuite UC Concierge and SD-WAN Concierge together. If you are not fully satisfied with these services in the first 12 months, you can walk away and cancel your contract with no future obligations or early termination fees—no questions asked.¹

¹Customer must purchase both SD-WAN Concierge and OfficeSuite UC Concierge on a minimum three-year term to qualify for the Satisfaction Guarantee. Managed Network Security may be included if purchased with SD-WAN. Customer is responsible for the payment of all services prior to cancellation. This offer does not apply to any other services provided by Windstream Enterprise or applicable access charges.
UCaaS and SD-WAN: $1 + 1 = 3$

**OfficeSuite UC Concierge**

- Award-winning cloud solution from a true UC pioneer
- 100% cloud UCaaS service
- Uniquely reliable, secure technology—we own the code

**SD-WAN Concierge**

- High performance with up to 100% SLA
- Complete visibility and control over business and security policies
- Managed Network Security (MNS) to protect your data and customers

Concierge services for proactive, expert guidance
### Ideal scenarios for OfficeSuite UC Concierge with SD-WAN Concierge

<table>
<thead>
<tr>
<th>Consolidating disparate UC systems into an enterprise-wide standardized solution</th>
<th>Wanting complete visibility and control of UC services/network</th>
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<tr>
<td>Utilizing broadband access options to maximize cost-effective bandwidth</td>
<td>Leveraging multiple access options to increase resiliency and maximize uptime</td>
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<tr>
<td>Requiring a highly reliable, high-quality UC solution and network</td>
<td>Moving to cloud-based UC services and replacing legacy on-premises systems</td>
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<tr>
<td>Replacing traditional networks with more cost-effective alternatives</td>
<td>Requesting expert and proactive guidance from an assigned technical service manager</td>
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<tr>
<td>Seeking to reduce the number of vendors to manage</td>
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</tbody>
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Gartner® Magic Quadrant™ for Unified Communications as a Service, Worldwide, Rafael Benitez, Megan Fernandez, Daniel O’Connel, Christopher Trueman, Pankil Sheth, October, 18, 2021.

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