

# THE RISKS OF RETRO TECHNOLOGY

Why legacy TDM is costing you more than you realize

## The 80's called—it wants its legacy access technology back.

Today's organizations require modern-day connectivity options to support the accelerating demand for cloud-based apps, while simultaneously achieving business continuity, uptime and providing a better customer experience. Yet many organizations are still relying on outdated legacy access technologies like Time Division Multiplexing (TDM), DS1 and DS3 access solutions and copper-based services, such as primary rate interfaces (PRIs) and plain old telephone services (POTs) and Multiprotocol Label Switching (MPLS). Relying on these technologies indisputably leads to wasted spend, limited features and overall obsolescence. So, what's stopping you from making the switch to Ethernet access?



## Services that rely on TDM are in jeopardy

TDM can't support the rising demands of modern data and voice services. IT departments are struggling to keep up with the explosion of cloud-based apps that are critical to many organizations that call for high-demand, high bandwidth applications that drive 24/7 business operations and productivity.

90%

of customer outages are tied to TDM and POTs facilities and equipment<sup>1</sup>

50%

of business network infrastructure assets are aging or obsolete<sup>2</sup>

30%

of the U.S. workforce will be working-from-home multiple days a week moving forward<sup>3</sup>



## Staying on TDM is risky business

TDM access technology was built in the late 80's and became all the hype in the 90's. At the time, it provided a reliable method of networking and business voice communications.

But a lot has changed since then. This infrastructure is now obsolete, lacking the sufficient bandwidth and resiliency needed to support modern day connectivity expectations. Now service providers are decommissioning TDM services, all while significantly increasing rates on existing customers.

### WHAT ARE THE DRAWBACKS OF TDM ACCESS TECHNOLOGY?



Expensive



Underperforming



Rigid



Single point of failure



Poor customer experience

## Technology for the future: The world has moved on.

Modern businesses require more agility and more integrated modes of business connectivity communications. To steer clear of network obsolescence, businesses are replacing legacy access technology with more efficient, all-IP-based Ethernet access mediums for a wide range of benefits.



Mission critical



Advanced functionality



Futureproofed



Versatile



Accessible



Centrally managed

## Why Windstream Enterprise?

Organizations are turning to Windstream Enterprise to enable a rich, unified experience with UCaaS and SD-WAN leveraging Ethernet, broadband and wireless access solutions.

### OfficeSuiteUC®

A 100% cloud-based UCaaS solution that blends user-centric design with advanced voice and collaboration features for calls, chat, video conferencing and SMS text messaging via a secure, fully hosted system.

### Ethernet access

Take the complexity out of network connection management, ensuring secure high bandwidth, continuous quality and reliability.

### SD-WAN Concierge™

Combine the intelligent, dynamic traffic routing of SD-WAN with multiple access options to maximize bandwidth and optimize performance.

### WE Connect

Untethered access to a unified services portal and mobile app uniquely designed to elevate the customer experience.

These products are backed by Windstream Enterprise's WE will Commitment, our promise to you that we will deliver a network and voice solution that meets your business needs, resulting in an unmatched, fully supported experience.



## About Windstream Enterprise

Windstream Enterprise is a managed communications services provider, delivering nationwide, cloud-optimized network and industry-leading services—such as SD-WAN and UCaaS—through our award-winning portal, WE Connect.

To learn more about Windstream Enterprise visit [windstreamenterprise.com](http://windstreamenterprise.com).

Resources

1. Windstream Enterprise customer data.
2. NTT, 2020 Global Network Insights Report. Accessed March 3, 2021.
3. Global Workplace Analytics. Work-At-Home After Covid'19. Accessed February 7, 2021.

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