



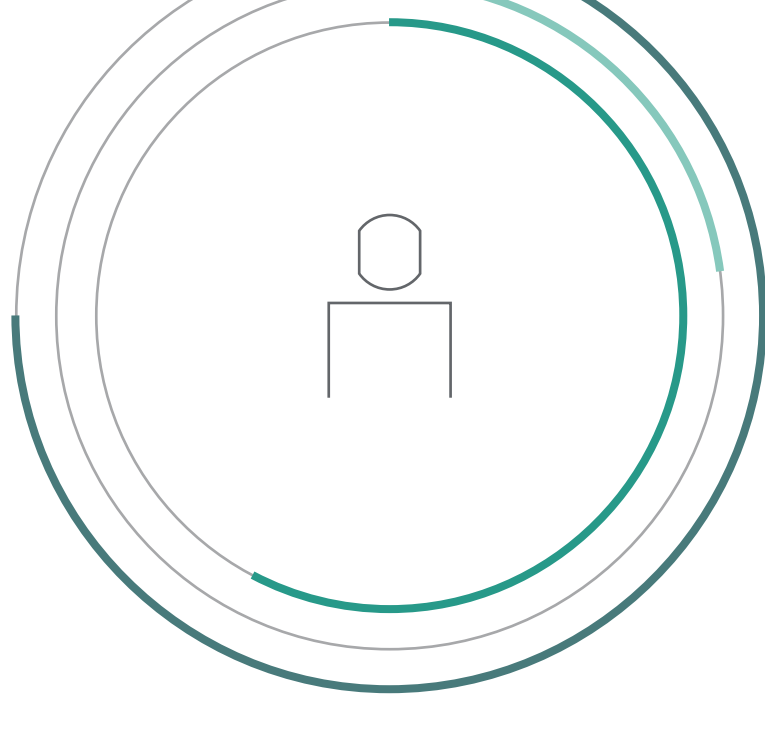
Your communications solution:

Strategic or stagnant?

If your communications solution isn't driving your business forward, it's holding you back—and costing you more than you think.

Workstyles are changing. Are you keeping up?

Your key employees work hard for your business. But they need more flexibility in how they do it.



75% of the U.S. workforce will be made up of digitally native Millennials and Gen Zers by 2025¹

23% of the workforce will be fully remote in 2025²

58% of U.S. workers now have the option to work from home all or part of the time³

The cost of status quo

A typical, legacy, on-premises communications solution delivers **99.9% availability**.

8 hours

of downtime per year

×

Average downtime cost per hour

\$300_k⁴

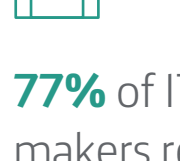
=

Your communications solution could be costing you as much as

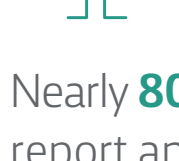
\$2.4_M

The pandemic shifted how businesses think about work

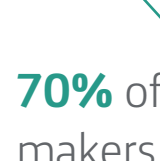
with **66%** of companies embracing some form of **'work from anywhere'** model⁵.



77% of IT decision makers report adopting or planning to adopt video calling⁶



Nearly **80%** of businesses report an increase in the use of video communication software in the past 12 months⁷



70% of IT decision makers report they've already adopted or plan to adopt a UCaaS solution⁸

But it's about productive time too

Your employees need to collaborate. But how much time is actually available to do their work?

80%

Up to **80% of the day** is spent in meetings or responding to colleagues' requests⁹

Who pays the price? You do.



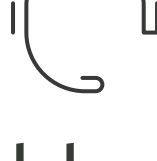
Say a typical knowledge worker wastes **20 minutes** a day trying to connect and collaborate with the right people

\$37.45

in fully loaded costs

\$3,120

in **wasted time** per year per employee



Have a contact center? The stakes are even higher.

To your customers, your contact center is the face of your business.

52%

of organizations want the ability to support a variety of channels at the same time¹⁰

49%

of organizations with more than \$1 billion in annual revenue saw increased email, chat and messaging customer interactions in the past 24 months¹⁰

50%

of contact centers have shifted from voice to digital, reporting that 40% of their customer interactions take place via non-voice digital channels¹⁰

If your contact center isn't delivering delight at every interaction, your customers will look elsewhere.

Discover the upside of UCaaS

Your legacy communications system is draining your business. It's time to look at the productivity upside of a hosted unified communications solution.



Offers better first contact resolution



Escalates IM chats into phone calls



Leverages digital corporate directory access click-to-dial and presence



Improves mobile and remote communications



Unifies conferencing services



Integrates third-party application integration

44%

of respondents expect UCaaS to deliver customer outcomes¹¹

49%

of IT leaders expect UCaaS to improve employee productivity¹¹

67%

of contact centers have employed a remote or hybrid work model for agents in 2022¹²

Ready to start making moves?

Windstream Enterprise can help your business boost productivity and decrease downtime with a UCaaS solution tailored to your unique requirements. We'll work closely with your IT team to understand your objectives and design, deliver and manage a next-generation solution that meets your business needs today and tomorrow.

Cloud-enabled connectivity, communications and security. Guaranteed. Learn more by visiting windstreamenterprise.com

1. Deka, Rashmi Rekha. "How Digital Natives are Changing the Modern Workplace." Vantage Circle. June 5, 2021.

2, 7. Ozimek, Dr. Adam. "Future Workforce Report 2021: How Remote Work is Changing Businesses Forever." Upwork. July 2021.

3, 5. Gowder, J.P., James McQuivey, PhD., Katy Tynan, David Brodeur-Johnson, Andrew Hewl, Arjati Thomke, Rachel Birrell. "The Future of the Office, Forrester Vision Report 2022." Forrester Research, Inc. 2022.

4. Alsop, Thomas. "Global Enterprise Server Hourly Downtime Cost." Statista. July 2021.

6, 8. McKeon-White, Will, Glenn O'Donnell, Ian Jacobs, Max Ball, Chris Langlois, Diane Lynch. "The State of Unified Communications as a Service, Forrester Trend Report 2022." Forrester Research, Inc. 2022.

9. McCracken, Harry. "The 4 Styles of Communication That You Need to Know." Fast Company. 2022.

10. "Five9 Survey Results: The Cloud Can Only Meet Contact Center Needs." Five9. August 17, 2022.

11. "Five9 Customer Service Index 2022: Business Decision Makers." Five9. September 18, 2022.

12. "Five9 Customer Service Index 2022: Business Decision Makers." Five9. September 18, 2022.