



# Why OfficeSuite UC? Why Windstream Enterprise?

---

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

# A unified communications solution for all your needs

## Powering global workforce communications and connectivity

Transform how you do business by giving your employees the freedom to work from anywhere, even internationally. Since our system revolves around users, data can be shared amongst 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 SOC2, HIPAA and GDPR compliance requirements. OfficeSuite UC® encrypts meetings and 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
  - Company-wide chat and mobile apps
  - Visual voicemail, speech-to-text and unlimited calling
  - Integration with off-the-shelf and custom business applications
  - Virtual meeting and collaboration
  - Online faxing tools for any device
  - Native contact center application
  - Standards-based API allows you to connect to 3rd party applications, such as Microsoft Teams
- 



Windstream recognized in the 2019-2022  
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 fourth consecutive year, Gartner has included Windstream in the Magic Quadrant for Unified Communications as a Service, Worldwide report.

# 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 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

---

## 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 site 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

## 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 & 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
Context Soft Keys
Do Not Disturb
Emergency Forwarding
Enhanced Dial Tone
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
Mobile Twinning*
Monitor Groups
Multiple Business Hour Profiles
Multiple CLIDs
Multiple Line Appearances
Music on Hold
Mute
Online Self-help Documentation
Phone Directory – Employee
Phone Directory – External via Portal Key Profiles (by user type)
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
Visual Voicemail Website
Voicemail
Voicemail Auto-forward All to E-mail ID
Voicemail Forward to Co-worker Ext.
Voicemail Message Waiting Indicator
Voicemail Notification via E-mail or SMS
Voicemail Return Call During VM Retrieval
Voicemail Smartphone App
WE Connect Desktop & Mobile Apps
Zero Out of Voicemail – Personal Target

## OPTIONAL EQUIPMENT & SERVICES\*

911 Notifications
Additional Phone Numbers Nationwide
Analog Extensions with/without Voicemail
Auto-dial (automatic ringdown)
Bluetooth Options (select phones)
Call Dialer*
Conference Phones
Cordless Phones
Entry/Door Control Systems Gigabit
Ethernet Phones Headsets
Group Presence Routing by Time of Day, Day of Week
Group Twinning*
Group Voicemail
OfficeSuite UC Click-to-Call Extension
OfficeSuite UC Connector for Amazon Alexa
OfficeSuite UC Connector for Google
OfficeSuite UC Connector for Google Assistant
OfficeSuite UC Connector for HubSpot®
OfficeSuite UC Connector for Microsoft Teams and Office 365
OfficeSuite UC Connector for Salesforce®
OfficeSuite UC Connector for Slack®
OfficeSuite HD Meeting®
Operator Panel
Overhead Paging Interface
SMS Text Messaging*
Single Sign-on
Softphones-Mac, Mobile & PC
Video Phones*
Wireless DECT Handsets & Headsets (select phones)*

*\*Subject to availability.*

# Our promises to you

Many of our solutions, including SD-WAN Concierge, OfficeSuite UC and Managed Network Security, are backed by the WE will Commitment\*, our promise to meet your networking and communication needs, for an unrivaled, fully supported experience.



## Rate Lock Guarantee

When you upgrade your legacy services, we will lock in your rates for the life of your contract.



## Future Technology Guarantee

When the next generation of technology becomes available, you can upgrade at no additional cost.



## 100% Uptime Guarantee

If you experience anything less than 100%, we will credit your account—no questions asked.



## Satisfaction Guarantee

If you're not completely satisfied with how we live up to your expectations within the first year, you can walk away from your contract with no future obligation or early termination fees.



## Connectivity Bonus

We're so confident you'll love your purchase, we'll give you up to five months free.



## Professional Services Guarantee

Get free Professional Services when you purchase one of our strategic solutions.

# 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 an intuitive single pane of glass.

**Utilize WE Connect to:**

Launch video meetings 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

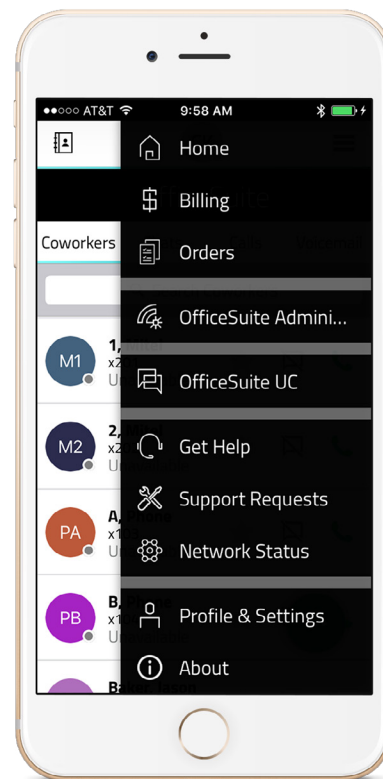
---

Customize dashboards so employees can self-manage features

---

Make changes, provision services, add users and order phones and devices

---





### **Power your global workforce**

Establish a local presence in 16 international markets worldwide, including Canada, Europe and Asia Pacific with secure access to voice, chat, virtual meetings and content sharing.



### **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.



### **Use any device, anywhere, anytime**

Meet face-to-face with customers, chat live with colleagues, take calls and make changes from any PC, 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 WE Connect to add employees, update auto attendants, forward phones or get help instantly.



### **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.



### **Quick access to support employees**

Get answers instantly. Watch instructional videos or chat live with a support representative.



### **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?

## Single pane of glass to manage it all

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

## One provider to deliver it all

Ensure higher resiliency and optimized performance by converging UC and contact center services on a Secure Access Service Edge (SASE) framework via a single pane of glass—backed by industry-first service guarantees and 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 international “sticker shock”.

---

Cloud-enabled  
connectivity,  
communications and  
security—guaranteed.

Windstream Enterprise drives business transformation through the convergence of our proprietary software solutions and cloud-optimized network to unlock our clients' revenue and profitability potential. Our managed services streamline operations, enhance productivity and elevate the experience of our clients and their end users while securing their critical data and brand reputation. Analysts certify Windstream Enterprise as a market leader for our product innovation, and clients rely on our unrivaled service guarantees and best-in-class management portal. Businesses trust Windstream Enterprise as their single-source for a high-performance network and award-winning suite of connectivity, collaboration and security solutions—delivered by a team of technology experts whose success is directly tied to our clients' complete satisfaction.

Gartner® Magic Quadrant™ for Unified Communications as a Service, Worldwide, Rafael Benitez, Megan Fernandez, Christopher Trueman, Pankil Sheth, November 28, 2022.

Gartner does not endorse any vendor, product or service depicted in its research publications and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's Research & Advisory organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

GARTNER and MAGIC QUADRANT are a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and are used herein with permission. All rights reserved.

To learn more about OfficeSuite UC, visit [windstreamenterprise.com](https://windstreamenterprise.com)

WINDSTREAM  
ENTERPRISE