



# Serve your constituents while controlling costs

Flexible and secure solutions for federal,  
state and local governments



By 2025, **over 50%** of government agencies will have modernized critical core legacy applications to improve resilience and agility.<sup>1</sup>

## Deliver mission-critical performance, security and scalability

Agencies are being forced to pivot and respond rapidly to massive social and economic changes. Government and public sector leaders at the federal, state and local levels are increasingly turning to modern technology solutions to build agility and resilience while keeping sensitive citizen information secure, including passport information and social care data.

We understand that the quality of a community's infrastructure and IT services is directly related to the vibrancy of its economy and satisfaction of its residents. That's why more than 2,500 government agencies 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. Our complete portfolio of solutions is supported through 24/7 NOCs and a team of experts who actively monitor your network for complete peace of mind.



### E-Rate ready for K–12

Successful government leaders know a critical indicator of a flourishing community—and a key asset for attracting economic growth—is the quality of its schools to educate and elevate the next generation. Windstream Enterprise is a longstanding provider with the FCC's E-Rate program for K–12 schools, providing E-Rate-funded network solutions to empower students and educators with leading-edge IT resources for inspired learning.

# Flexible and secure solutions for government

Modernize your technology and maximize your agency's return on investment

## Securely connect government agencies and the citizens they serve



### SD-WAN

This cloud-optimized network platform leverages software-defined intelligence for superior speed, reliability, security and control over network and application performance. With centralized management and full network visibility via our single-pane-of-glass portal, SD-WAN empowers agencies to adapt to rapidly changing IT environments and support communities that thrive.

## Enable superior communication and collaboration from anywhere



### OfficeSuite UC<sup>®</sup>

This Unified Communications as a Service (UCaaS) solution keeps government employees and citizens connected, no matter where they are or what device they use. This 100% cloud-based platform gives your agency flexibility while maintaining strong security controls. Government agencies with international needs can rely on OfficeSuite UC International for a seamless, secure communications and collaboration experience across 16 markets worldwide.



### OfficeSuite HD Meeting<sup>®</sup>

This 100% cloud-based video, audio and HD web conferencing solution is designed to help your virtual teams collaborate seamlessly and securely in real time. Powerful yet intuitive, agency employees and the people they serve can host and join from any device, in any setting.



### Contact Center as a Service (CCaaS)<sup>®</sup>

Constituents want to interact with you their way: by phone, chat or web. Based on our robust UCaaS technology, CCaaS from Windstream Enterprise gives your agents the power and flexibility to meet each person as they prefer—and saves your agency money on hardware and operating expenses.



Windstream named in the 2022 Gartner<sup>®</sup> Magic Quadrant<sup>™</sup> for UCaaS for the 4th year in a row

**Protect sensitive information, mitigate risk and safeguard your reputation**



## Managed Network Security (MNS)

With many agencies still running on decades-old infrastructure, the public sector is at constant risk of cyberattacks—and offers a prime target. MNS from Windstream Enterprise unifies stand-alone network security services into one robust network security and threat management solution, all fully managed by our certified security professionals.



## DDoS Mitigation Service

DDoS Mitigation Service from Windstream Enterprise offers full-time proactive monitoring of your agency network for Distributed Denial of Service (DDoS) attacks. Our team of dedicated cybersecurity engineers can identify and begin scrubbing traffic within as little as 15 minutes of an attack, ensuring minimal interruption of access to key applications and resources for your teams and residents.



## Secure Access Service Edge (SASE)

Three quarters of government respondents in a recent Forrester study say they need to increase security services or posture of their WAN to protect the business and remote assets.<sup>2</sup> SASE from Windstream Enterprise is the unification of connectivity and security features. As the foundation of a robust SASE solution, SD-WAN provides unprecedented performance, visibility and control of your agency's network, while Security Service Edge (SSE) features protect constantly moving endpoints and applications.

**“We were immediately interested and impressed by the proposal. Once the contract was awarded, we couldn’t believe how quickly the [DDoS Mitigation Service] solution was installed, how well the service works and the ease of using the DDoS service portal.”**

Director,  
State Government Agency

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Improving network security will be the top strategic network and network security priority of government agencies over the next 12 months.<sup>2</sup>

# Total access. Total control.



Government IT professionals say they need more visibility into network traffic.<sup>2</sup> Windstream Enterprise provides easy-to-maintain solutions that simplify administrative functions while offering deep visibility and actionable insights.

With WE Connect, our award-winning management portal, you gain immediate access to all the information about your solutions and services to help you manage your endpoints—all from a single pane of glass.



**Centralized management.**  
Perform routine operational functions, like adding new users or locations, in moments versus days.



**Insight Engine.**  
See aggregated data across all locations in your district or institution to help identify anomalies requiring corrective action.



**Real-time visibility.**  
Get an interactive view of network latency, packet loss and jitter by location, plus tools to customize reports for actionable insights.



**Anytime, anywhere, any device.**  
Access WE Connect via a mobile device with all the functions of the desktop app.

# Our promises to you

Windstream Enterprise is committed to transforming networks with solutions that ignite learning. 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 institution's 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.

# Meet the needs of your agency and your citizens with modern technology

Government IT leaders recognize the value of digital transformation but struggle in developing and completing digital initiatives. With leading connectivity, communications and security solutions and dedicated support from Windstream Enterprise, you can accelerate transformation initiatives to deliver on constituent expectations, operational needs and mission priorities. Over 2,500 state and local government agencies across the U.S. rely on Windstream Enterprise to provide agile, flexible and secure solutions tailored to their needs. Join these leading institutions and partner with us to empower your employees and serve your community.

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Cloud-enabled connectivity, communications and security—guaranteed.

Windstream Enterprise drives organizational transformation through the convergence of our proprietary software solutions and cloud-optimized network to maximize government agencies' return on technology spend. Our managed services empower employee productivity, streamline operations, enhance security, and elevate the experience of agencies and the constituents they serve, while safeguarding their critical data and 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. Organizations 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 fulfilling each organization's mission.

1. "Top 10 Government Technology Trends for 2021." Gartner. 29 March, 2021.
2. "Shift Your Network Thinking to SD-WAN and Security." A Forrester Consulting Thought Leadership Paper Commissioned by Windstream Enterprise, March 2022.

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

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