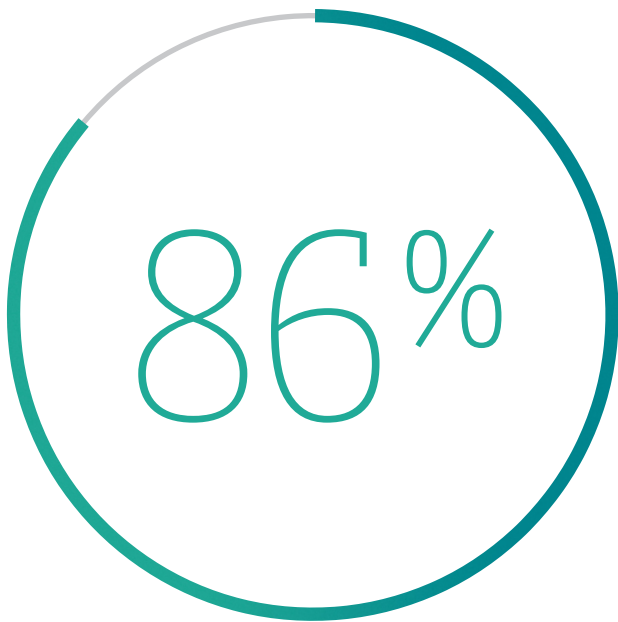




# Offer trusted, engaging member experiences

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Secure, cloud-optimized solutions  
for banking and financial services



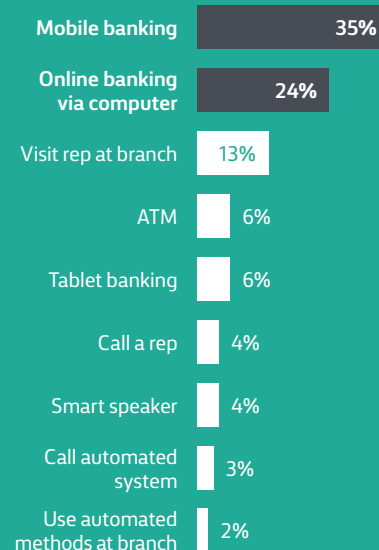
86% of financial services respondents say that their company's digital transformation initiatives have increased demands on the WAN<sup>1</sup>

# Prepare your institution for the cloud

While financial institutions have started implementing cloud infrastructure for some functions, many have left core transaction processing to legacy systems. The core platform determines how well an institution can digitally transform and adapt to new technologies—as well as meet member demands for the latest consumer banking services. In this era of digital-first banking, total migration to the cloud is the only option left to traditional banks and credit unions.

With Windstream Enterprise, you can meet today's escalating demands of the digital banking sector, such as virtualized branches, integrated back-office systems and full mobile banking capabilities. We offer a full range of software, IT solutions and professional services to ensure these innovations work for you. It's why Windstream Enterprise powers secure, frictionless omnichannel experiences for more than 2,500 financial institutions.

According to a survey of 2,000 consumers by bank researcher Phoenix Synergistics, mobile banking is their primary banking channel in 2022—up from second place in 2019. Online banking moved to second place, with visiting a rep at the branch in third place.<sup>2</sup>





# Solutions for the bank of the future

Boost productivity and elevate customer experience while protecting your critical data

Enable cloud migration and network optimization to support new apps and services



## SD-WAN

Enable your banking evolution with a network designed to provide the performance, reliability, agility and scalability required to deliver your omnichannel application experience. Support cloud-based services like virtual teller and transaction capabilities, drive-thru and mobile banking and more on a platform that improves network efficiency while boosting access to cost-effective bandwidth. And manage it all with a centralized single pane of glass that delivers full network visibility and control.

Protect data and ensure compliance



## Secure Access Service Edge (SASE)

As banks and credit unions adopt emerging technologies while continuing to use infrastructure designed for a different age, security must be a top priority. Secure Access Service Edge (SASE) unifies security and connectivity by supporting Security Service Edge (SSE) to protect constantly moving endpoints and applications over an agile, high-performance SD-WAN infrastructure. So you can transport records and information securely in the cloud and verify you are in compliance with GLBA and PCI.



## Managed Network Security (MNS)

With many institutions still running on decades-old infrastructure, they are at constant risk of cyberattacks. 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.

Improve employee productivity  
wherever they are



### OfficeSuite UC®

This Unified Communications as a Service (UCaaS) solution keeps associates and managers connected, no matter where they are or what device they use. This 100% cloud-based platform gives your institution flexibility while maintaining strong security controls. Enhance employee collaboration and increase productivity by integrating real-time communications, video, VoIP, chat and third-party apps across devices and media types.

“We were looking  
for a single point  
of contact for  
proven, cutting-  
edge technology.  
Windstream  
Enterprise fit  
the bill.”

Angelo Fanaras  
*Chief Information Officer*  
Public Service Credit Union

Elevate the customer and member  
experience at every touchpoint



### Contact Center as a Service (CCaaS)

Ensure a best-in-class customer experience. Integrated with UCaaS, our cloud-based Contact Center as a Service (CCaaS) enhances multi-channel customer interactions, enabling your employees to engage with customers how and where they want to interact with your institution—via mobile banking, instant messaging, video banking and digital branches.



### Professional Services

Let our Professional Services team help your IT team migrate to the cloud with hardware, software and coding expertise to design, implement and manage the solutions needed to elevate your institution. We offer ongoing management and maintenance as Managed Services, or we can serve as a stopgap while you add the appropriate skills to your own staff.



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



## Total access. Total control.

Adding new technologies and features won't help member or customer satisfaction if they can't perform well. 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 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 enable more personalized banking experiences. Many of our solutions, including SD-WAN, OfficeSuite UC and Managed Network Security, are backed by the WE will Commitment,\* our promise to meet your institution's networking and communications 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.

# Let's optimize your network for the cloud

Within the consumer banking and financial industry, customer service has changed from a warm greeting and friendly smile at the branch to 24/7 online availability, instant information access and seamlessly integrated platforms. Now more transactions are being done through mobile devices than any other method—and more virtualized banking is on the horizon. Cloud-optimized solutions from Windstream Enterprise help you meet the escalating demands of the digital banking sector today and beyond by boosting productivity and elevating customer experience—while protecting your financial institution's reputation and critical data.

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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 financial clients' revenue and profitability potential. Our managed services empower employee productivity, enhance security and compliance and elevate the customer and member experience while securing a firm's critical data and brand reputation. Analysts certify Windstream Enterprise as a market leader for our product innovation, and clients rely on our financial stability, unrivaled service guarantees and best-in-class management portal. Institutions 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 institution's mission.

1. "Shift Your Network Thinking to SD-WAN and Security." A Forrester Consulting Thought Leadership Paper. Commissioned by Windstream Enterprise, March 2022.

2. Ginovsky, John. "Mobile Banking Is Now the Primary Delivery Channel: What Now?" The Financial Brand. July 26, 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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ENTERPRISE