



Delight customers and drive your bottom line with omnichannel experiences

Flexible, secure, cloud-enabled
solutions for retail businesses



74% of retail IT and business leaders say their current network does not fully meet customer and employee experience expectations¹

Unlock your profitability potential

Retail customers today expect personalized and frictionless experiences, no matter how and where they engage with your brand. Close the gap between e-commerce and physical shopping with IT solutions for the retail industry that drive omnichannel strategies, enhanced security and above all, exceptional service.

In a recent retail survey, the majority of respondents listed security as the top priority for their organizations.² With increased remote traffic, more connected devices and use of cloud-based apps that may leave a multitude of exposed endpoints, IT leaders worry that a breach of security could impact their customers, their reputation and their bottom line. As a result, many are stepping up their omnichannel game by moving to secure, cloud-ready networking and communications solutions that elevate the customer experience and deliver a competitive edge.



Improving network security is a top priority for retail IT and business leaders over the next 12 months.³

Accelerate your retail transformation

Exceed customer expectations with flexible and scalable cloud-based solutions

Securely connect customers
and employees



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 enables retail businesses and their network teams to adapt to rapidly changing IT environments and support cloud-based services like online purchases, BOPIS capabilities, secure transactions and more.



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.

Protect data and
ensure compliance



DDoS Mitigation Services

DDoS Mitigation Services from Windstream Enterprise offers full-time proactive monitoring of your network for Denial of Service (DoS) attacks. Our team of dedicated cyber security 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 customers and employees.



Secure Access Service Edge (SASE)

SASE 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 network, while Security Service Edge (SSE) features protect constantly moving customer and employee endpoints and applications from malicious distributed denial-of-service (DDoS) attacks.

Elevate the customer experience
at every touchpoint



Contact Center as a Service (CCaaS)

Create meaningful customer experiences with the latest cloud-based contact center technology. Connect with customers on their terms, improve employee effectiveness with advanced self-service and AI-powered IVR solutions, and eliminate expensive hardware costs—setting the stage for better conversions, customer retention and higher satisfaction rates.



OfficeSuite UC®

This is a Unified Communications as a Service (UCaaS) solution that keeps customers and employees connected no matter where they are or what device they use. As a 100% cloud-based platform, it gives your retail business flexibility while maintaining strong security controls.

“Windstream Enterprise delivered a great solution that met our needs for higher resiliency and more bandwidth, enabling us to deliver a superior customer experience.”

Erik Saltvoid
Founder and CEO
Erik's Bike Board Ski



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



Total access. Total control.

Additional technologies and features won't help customer satisfaction if they can't perform well. Windstream Enterprise provides easy-to-maintain solutions that simplify retail purchase 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 organization 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 help retail businesses increase customer satisfaction and productivity by streamlining operations and sharpening their competitive edge. Many of our solutions, including SASE, SD-WAN, OfficeSuite UC and Managed Network Security, are backed by the WE will Commitment, our promise to meet your retail 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.

Let's optimize your network for the cloud

With decades of experience in the multi-location retail space, a range of innovative services and a team of true retail experts, we're uniquely able to help you leverage the power of your network to deliver a differentiating customer experience and bring about transformative change. Retail solutions from Windstream Enterprise will elevate your network to drive a secure, frictionless and rewarding customer experience, every single time.

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 retail clients' revenue and profitability potential. Our managed services elevate the customer experience by enabling omnichannel strategies and enhancing security while protecting a retailer's 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. Retailers 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.

1. "Shift Your Network Thinking to SD-WAN and Security." A Forrester Consulting Thought Leadership Paper. Commissioned by Windstream Enterprise, March 2022.
2. "Shift Your Network Thinking to SD-WAN and Security." A Forrester Consulting Thought Leadership Paper. Commissioned by Windstream Enterprise, March 2022.
3. "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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