WE

Optimize IT operations. Accelerate digital transformation.

IT Managed Services from Windstream Enterprise

WINDSTREAM ENTERPRISE | We get IT.

While the need to embrace advanced technology has never been higher, an organization's ability to find, attract and retain the right mix of skills and expertise is challenging.

According to Gartner®, over half of Chief Human Resources Officers (CHROs) reported the shortage of critical talent as the No. 1 trend impacting organizations, yet only 19% said their organization is prepared to bridge the gap.[1]
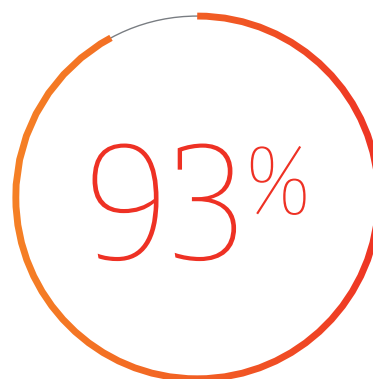
IT and cybersecurity experts are in short supply

Windstream Enterprise IT Managed Services accelerates business agility and digital transformation strategies for enterprise organizations with a comprehensive suite of managed technology and security solutions.

IT resources are too often buried in routine installation, monitoring and maintenance tasks that limit their ability to focus on core initiatives that drive business innovation.

77% of CISOs

believe that their limited bandwidth and lack of resources has led to important security initiatives falling to the wayside, with 79% of these CISOs claiming they have received complaints from board members, colleagues or employees that security tasks are not being handled effectively.[2]
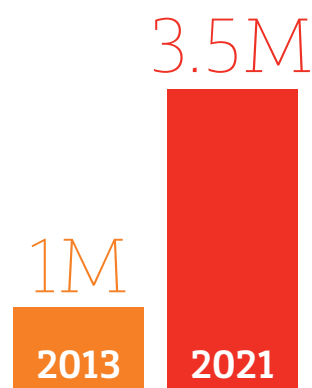
93%

of CISOs believe they are spending too much time on tactical tasks instead of performing strategic, high-value work and management responsibilities. Among the CISOs who believe they are overly invested in tactical tasks, more than a quarter report spending their workday almost exclusively on tactical/operational tasks.[2]

Focus on what matters most; leave the rest to us

Our team of IT Managed Services experts augment our clients' capabilities by addressing their technology needs and optimizing IT operations through the management of digital infrastructure, digital workplace and cybersecurity solutions.
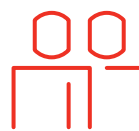
IT Managed Services solves the following challenges:

- ✓ Delivering consistent customer experiences
- ✓ Integrating third party tools with internal platforms
- ✓ Simplifying cloud adoption
- ✓ Freeing internal resources from routine tasks
- ✓ Mitigating cybersecurity risks
- ✓ Controlling expenses

3.5M

1M

| 2013 | 2021 |

Over an eight-year period, **the number of unfilled cybersecurity jobs grew by 350%,** from one million positions in 2013 to 3.5 million in 2021.
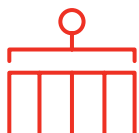
That number is expected to hold out to 2025. Organizations are increasingly under attack, and with short staffing, their vulnerability only increases—**less than one in 10 organizations are equipped to deal with an attack from professional cybercriminals.**[3]

By 2025, lack of talent or human failure will be responsible for over half of significant cyber incidents.[4]

Organizations are struggling to meet talent needs as quit rates skyrocket, with over 4 million U.S. workers quitting each month, as of July 6, 2023.[5]

End-to-end expert support

Digital Infrastructure
Rapidly and securely implement or upgrade your infrastructure and platforms.

Remote infrastructure management
Depend on our team to monitor and manage the health, availability and performance of your network, systems and applications, 24/7.

Managed network services
Control costs while increasing your revenue potential. Network operations automation and AI delivered as a service or co-managed.

Hybrid cloud + transformation services
Partner with a trusted provider for guidance and management of cloud-strategies and digital transformation for enhanced security and risk management.

Design + implementation services
Leverage a broad range of technology solutions for a resilient, scalable and secure digital infrastructure.

Digital Workplace
Empower your end-user experience.

Enterprise services desk
Utilize our world-class end-user enablement and support with our quality assurance and governance best practice processes.

Site + field services
Get onsite support from our highly trained and experienced field engineers.

Digital employee experience
Provide your employees with collaboration tools and increase security on employee devices to support a work-from-anywhere environment.

Cybersecurity Services
Benefit from consulting and managed security solutions.

Advisory + assessment services
Leverage our network and security experts to assess the risks, threats and vulnerability of your enterprise and recommend proactive solutions.

Managed detection + response
Depend on our comprehensive solution to make protecting your modern IT environment simpler, delivering services in a way that fits your business and budget—all while meeting compliance and audit requirements.

Endpoint detection + response
Instantly and proactively prevent threats by extending your endpoint visibility with real-time monitoring and security.
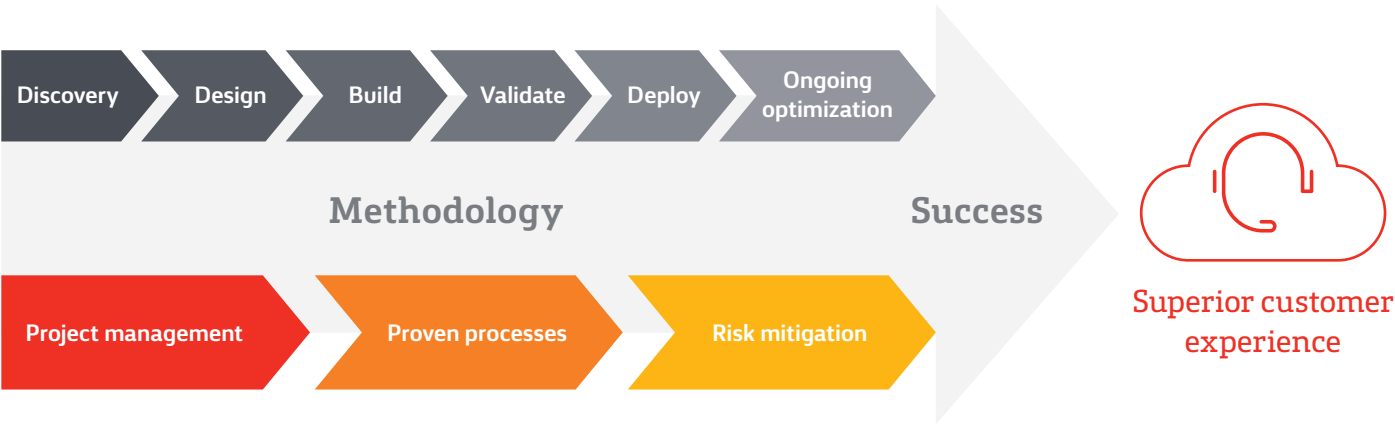
Vulnerability management
Strengthen your security posture by identifying and managing critical vulnerabilities to close off entry points for potential cyberthreats.

Our IT Managed Services methodology

Integrated project implementation methodology—a multi-phase approach

Our highly skilled team will collaborate with your organization on a managed or project basis, assessing your environment, making technology recommendations and creating a roadmap for success based on your business objectives.

| Discovery | Design | Build | Validate | Deploy | Ongoing optimization |

Methodology   **Success**

| Project management | Proven processes | Risk mitigation |

Superior customer experience

Depend on Windstream Enterprise as your managed services partner to modernize your technology, enhance security and optimize IT operations.

The powerful combination of our award-winning cloud-enabled connectivity, unified communications and security solutions paired with unmatched IT Managed Services enables business savvy clients to focus their resources on innovations.

We deliver successful business outcomes and exceptional customer experiences, not just products and networks—backed by a dedicated team of technology experts with over 20 years of expertise.

Analysts recognize Windstream Enterprise as a trusted managed services partner for 45,000+ organizations, and our expertise is strengthened by designing, operating and optimizing a proprietary, high-capacity network that spans over 170,000 fiber route miles. We're so confident in our ability to power a modern work environment that we guarantee our clients' complete satisfaction. Windstream Enterprise is the only managed services provider to stand behind such a promise.

Complement IT Managed Services with these products for a full suite of cloud-optimized connectivity, communications and security solutions:

SASE
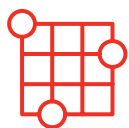
SSE

SD-WAN

OfficeSuite UC®
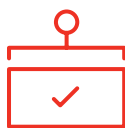
UCaaS/CCaaS

Managed Network Security

LAN Services

Cloud Connect

Why IT Managed Services from Windstream Enterprise?

Nationwide network + access management
Proprietary high-capacity fiber network of 170K+ miles and fully managed access portfolio

Managed service integration
Portfolio of SASE, SSE, SD-WAN, UCaaS, CCaaS and LAN Services

First-in-the-industry service guarantees

Our promises to you
Windstream Enterprise is committed to delivering next-generation solutions that put your business needs first. Many of our solutions, including SSE, SASE, SD-WAN and OfficeSuite UC® are backed by the WE will Commitment, our promise to meet your networking, communications and security 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.

Professional Services Guarantee

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

Connectivity Bonus

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

The Windstream Enterprise advantage

Windstream Enterprise offers a wide range of advanced cloud-based connectivity and network security and compliance solutions, including SD-WAN, Secure Access Service Edge (SASE) and Security Service Edge (SSE), for businesses and organizations of all sizes.

Our contact center solutions and our award-winning unified communications solutions, such as OfficeSuite UC®, enable businesses to move their mission-critical interactions to the cloud with increased flexibility, scalability and cost savings. Now all critical functions like unified messaging and video conferencing tools are located in one platform—accessible anytime, anywhere.

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.

1. Press Release: Gartner® Survey Finds Only 19% of HR Leaders Are Prepared to Address a Shortage of Critical Talent

2. Cynet 2023 Survey Report: Implications of Stress on CISOs

3. SDxCentral: The Great CISO resignation: Why security leaders are quitting in droves

4. Press Release: Gartner® Predicts Nearly Half of Cybersecurity Leaders Will Change Jobs by 2025

5. U.S. Bureau of Labor Statistics

To learn more about IT Managed Services,
visit windstreamenterprise.com

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ENTERPRISE