UNIFIED
COMMUNICATIONS
AS A SERVICE

|W| UCaaS

Designed. Delivered. Managed.

It's no secret that Unified Communications (UC) breaks down the barriers to collaboration. Tools like instant messaging, presence management, mobility solutions, web and video conferencing, desktop sharing and unified messaging have been proven to open the doors to business-transforming productivity and efficiency.

As with most technological advances, UC comes with certain challenges:

- Time, resource and budget constraints
- Transition and deployment issues
- Expensive upgrades and ongoing maintenance
- Accessibility demands
- Security liabilities

All of these concerns can weigh heavily on an IT team that's already juggling multiple tactical and strategic objectives. It's time to consider hosted, cloud-based UC.

WINDSTREAM'S HOSTED, CLOUD-BASED UC SOLUTION

Unified Communications as a Service (UCaaS) from Windstream is a robust, sophisticated solution on a single unified platform hosted in an enterprise-class data center and accessible through the cloud. Whether your organization has a staff of 100 or 10,000, this customized offering empowers you to focus on your core business goals while we manage your communications needs. You'll get the latest technology right now without the hassles involved in the upgrade of a premises-based system, making it easy for your business to achieve:

ON-DEMAND SCALABILITY: Foster organizational growth without time and resource-intensive IT buildouts.

GREATER FLEXIBILITY: Adjust to seasonal dynamics and business fluctuation; and enable employees to utilize mobile devices—whether they're employee-owned, from a guest or corporate-supplied—to access business applications from anywhere.

A MORE AGILE IT ENVIRONMENT: Remove the hurdles to transforming ideas into products and services and free-up valuable resources to focus on innovation.

EASY, RELIABLE & SECURE ACCESS: Support a geographically dispersed workforce by standardizing your communications platforms and utilizing MPLS to securely network multiple locations.

OPEX VS. CAPEX: Turn a sizable capital expense into a budget-friendly, pay-as-you-grow operating expense for a solution that's more reliable and secure than what you would get with a premises-based UC solution.

TCO BENEFITS: Cut costs associated with an in-house communications system, additional staffing, system upgrades, maintenance fees and room environmental—all while taking advantage of our 24 x 7 support and faster time to market.

PARTNER WITH A BEST-IN-CLASS PROVIDER

Choosing the right UCaaS provider is important. After all, you're putting two of your most important business functions—internal and external communication—in their hands. With Windstream as your trusted advisor, you'll reap the benefits of expert system management that's designed for your unique needs and delivered by an award-winning solutions provider.

With just one contact, you gain access to Windstream's comprehensive offering:
- Strategic design and planning of your hosted UC system
- Powerful, consistent delivery over a pervasive network
- Expert management and problem resolution for your installation on the ground and your implementation in the cloud

Make Windstream your single-point-of-contact for solution design, delivery and management.

DESIGNED
A team of dedicated solutions architects and network design engineers draw upon years of experience and their technological mastery of leading UC solutions from Mitel and Avaya—who share our belief in the highest standards for technology, quality, longevity and innovation—to design a smart UCaaS solution for your business.

DELIVERED
Comprehensive network services that utilize MPLS to improve the manageability and speed of traffic on your network will provide you with direct, high-bandwidth connections between sites and greater guarantees for QoS than what's possible over the Internet or public cloud. Platform standardization and a pervasive network that extends UC to your entire organization are available.

MANAGED
Your infrastructure will be housed and managed in resilient data centers that are highly secure, protected and environmentally controlled. As a vital extension of your IT department, Windstream's certified engineers can be relied on to manage your network and servers, keeping your communications technology current and product certifications up to date.

Our business continuity solutions protect your organization against losses, downtime and diminished brand reputation due to poor performance or infrastructure failures. Service Level Agreements (SLAs) that provide 99.99% Application Layer Uptime and engineered reliability are accessible through geo redundancy in a second data center.

Your business will also have access to a full-featured Contact Center as a Service (CCaaS) offering with rich applications and solutions such as Work Force Optimization and Interactive Voice Response. Windstream's CCaaS provides a scalable design that accommodates 3rd party applications, business growth and change. You can acquire new technology while reducing the burden of allocating precious IT resources.

IMAGINED
Imagine the enhancements your team can make as we proactively bring forth new applications and a robust technology roadmap. Count on our experts to design, deliver and manage your UC initiatives and harness the power you need to outpace your competition—all while enabling your IT staff to focus on mission-critical applications.

EXPERIENCE THE WINDSTREAM ADVANTAGE

FEATURES
- Terms of 36 or 60 months
- Per seat pricing
- Advanced contact center applications
- Pay for labor up-front or amortize as a monthly charge
- Full, turn-key implementation
- Windstream Complete+ Maintenance
- Geo-redundancy

BENEFITS
- Improve collaboration and productivity
- Control capital expenditures and manage operational expenses
- Free-up IT resources to enable tighter alignment with business strategies
- Acquire and deploy new technology
- Establish business continuity measures
- Increase business agility by enabling a competitive infrastructure on which to build
- Gain a technology roadmap
- Address seasonal fluctuations

windstream®

WINDSTREAM UCAAS: PROVIDED BY MITEL & AVAYA

Powered by

Mitel®

- Recipient of the Frost & Sullivan Leadership Award in Hosted IPT and UCC Solutions; as well as Frost & Sullivan's award for Product Leadership in Unified Communications Server Virtualization

- Recognized by Gartner as a Leader in the August 2015 Magic Quadrant for Unified Communications and as a Visionary in the September 2015 Magic Quadrant for Unified Communications as a Service, Worldwide

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AVAYA
Engage The Power of We™

- Recognized innovator and leading provider of customer and team engagement solutions plus networking and related services

- Placed in the Leaders Quadrant in Gartner October 2015 Magic Quadrant for Corporate Telephony, August 2015 Magic Quadrant for Unified Communications and October 2015 Magic Quadrant for Contact Center Infrastructure, Worldwide

Personalized service is our commitment to you. Contact your Windstream trusted advisor today at **855.877.0955** to learn more about UCaaS.

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