

Executive Overview

Windstream Enterprise is a nationwide provider of advanced network communications. They are committed to empowering enterprise businesses with the reliable, scalable and secure network that today's business-critical applications demand

- \$5 billion in annual revenue
- 125,000 fiber route miles
- 4 out of 5 Fortune 500 customers rely on our services
- Dedicated channel support
- 24x7 network operations
- 100 Gig Network Core

Product & Service Offerings

The network, communication and collaboration solutions you need to succeed in a constantly changing digital world.

- **Network and Connectivity:** SD-WAN (VeloCloud, Fortinet, CATO), Hybrid Networking, Cloud Connect, Switched Ethernet, Internet, Wavelength Services, Fixed Wireless, Lan Services
- **UC and Voice:** OfficeSuite UC, Talkdesk CCaaS
- **Security and Compliance:** Managed & Unmanaged Fortinet CPE or Cloud, DDoS Mitigation, PCI Compliance, Firewall services, Managed & Professional Services

Key Features & Differentiators

Experts in the following verticals: Healthcare, Financial Services, Hospitality, Government, Education & Retail

- **Engineering Excellence:** Highly skilled engineers experienced in crafting customer solutions based on the customer's specific needs. A consistent & standardized process ensures quality designs & timely executions.
- **UCaaS:** Designed, Delivered, and Managed by Windstream
- Windstream's UC offering is 100% operated by Windstream with no outsourcing of key components. All UC solutions feature on-site training and installation.
- **Strong Testimonials in All Major Verticals.**
- **Customer Care:** A team of more than 400 US-Based customer care reps dedicated to customer needs while aiming for first call resolution.
- **Network Operations:** Highly trained enterprise repair team troubleshoots service issues & provides a status update on trouble tickets. 24 x 7 Network Operations Center.

Top Industries Served

- Other

Ideal Customer Profile

- Multi-location businesses or institutions - 5+ locations OR \$10,000+ in monthly technology spend
- Businesses with a limited feature set and/or aging network infrastructure

- Businesses seeking enhanced collaboration and mobility tools
- 100 to 10,000+ users
- Need for complex applications (i.e., Contact Center)
- Lack of resources to manage their UC platform
- Businesses that demand standardization/consolidation of systems
- Businesses with other hosted or virtualized applications
- Requires Disaster Recovery
- Businesses that experience seasonal fluctuations
- Businesses seeking connectivity to Amazon or Azure
- Key Verticals: Health Care, Education, Retail, Finance, Hospitality

Qualifying & Technical Questions

- How do you currently communicate between your locations?
- What expansion plan is your company considering with regarding your current bandwidth?
- What kind of traffic are you sending between these locations?
- How does your IT staff provide 24x7x365 monitoring for the status of your router and LAN/WAN connection?
- What is your Unified Communications strategy?
- What are your plans concerning your existing equipment?
- What is the timeframe to make this decision?