

UCAAS

UNIFIED COMMUNICATIONS AS A SERVICE

UCaaS is a robust, enterprise-class UC solution integrating voice, multi-media, unified messaging, presence management, mobility and other services onto a single platform in the cloud. UCaaS easily integrates with your existing tools for call centers, social media and more—great for businesses that have invested significant capital in applications such as CRM and contact center IVRs.

The need for employees to be reachable anytime, anywhere, while being able to prioritize their communications, has never been greater. Windstream's UCaaS provides a consistent interface and experience across multiple devices, allowing you to achieve a more connected, collaborative workforce.

One of the most important elements in developing a successful UC strategy is having a partner that can offer a full range of options and has the willingness to work with you to deliver a complete communications solution. With a unique approach to design and implementation, the experts at Windstream will partner with you to develop the right UC strategy for your business.

FEATURES

- Select UC functionality options from our pre-set, feature-rich portfolio or work with our engineers to design a customized solution to meet your unique needs
- UCaaS solutions are hosted in our secure, protected and environmentally controlled data centers, while leveraging our state-of-the-art, fully-redundant private IP network to ensure the highest quality of service
- Benefit from platform options from market leaders Avaya and Mitel
- Choose from a wide array of subscription bundles that range from basic IPT features such as Auto Attendant, Hunt/Ring Groups and Conference Calling to bundles with more advanced UC functionality such as Voicemail to Email, Dynamic Extension (Twinning), Softphone, Mobility, Presence Management or Audio and Web Conferencing
- Leverage a single interface for an elevated level of application integration and customization
- Get a clear migration path for your technology refresh
- Enjoy unmatched performance and availability with 99.999% SLAs in the cloud environment

BENEFITS

- Improve consolidation plans and speed to market, as well as enhance business continuity and security.
- Address critical business drivers—control capital expenditures, increase productivity and reduce operational expenses.
- Focus on your core business initiatives while Windstream does the heavy lifting by hosting and managing your communications platform.
- Create user experiences that directly translate to improved productivity and more efficient business workflows.
- Replace capital investments with cost-effective OPEX solutions

