



Avoid disasters and keep the lines of communication open with OfficeSuite UC

Disasters can happen at any time and can mean the difference between having your doors open for business or closed for good. Avoid disasters altogether and ensure your employees remain connected and productive in any situation.

Remain connected no matter what

Stay connected to customers, whether you're experiencing inclement weather, local equipment failures or your receptionist is out sick. OfficeSuite UC is a secure and fully hosted cloud-based system that enables your employees to access their phone features such as calls, chat, video conferencing and SMS text messaging from anywhere on any device.

Gain platform reliability

OfficeSuite UC offers 99.99% reliability on redundant servers, featuring diverse network elements. Core network elements placed throughout the U.S. further enhance availability and performance to provide you with peace of mind and enable your employees to remain connected even under the most extreme circumstances.

Ensure geographic redundancy

Protect your business during a catastrophic disaster or long-term, service-impacting event in a single location with geographic redundancy and diversity*. In this solution, physical servers are virtualized to improve flexibility, then the virtualized server and your data are synchronized with the core platform in a geographically diverse location.

OfficeSuite UC business continuity features

Unlike other systems, OfficeSuite UC features are in the cloud, not in servers in your IT closet or in the phones themselves. This enables your employees to access features and make updates at any time to ensure business continuity, no matter what.

Included features

Intuitive Customer Portal

Make real-time changes to your OfficeSuite UC system from any device through the online portal.

Emergency Override

Ensure calls are answered by routing callers to another location or phone number with a single click.

Incoming Call Routing

Quickly and easily change how each phone number is handled when dialed. Calls can be sent to any extension, group or auto-attendant, even across locations.

Call Coverage

Determine where calls are sent after a given number of rings. Send calls to voicemail (and turn into email), an auto-attendant, a colleague or mobile phone number.

Forwarding

Automatically forward incoming calls to any phone number (if your policy allows). Forwarding can be activated locally by programming a button on the phone or at any time via the online portal.

Voicemail

Listen to calls on your desk phone, online or by dialing into the system from any other phone worldwide. You can even choose to have messages sent via email as an audio file or be notified via SMS text.

Geographic Redundancy and Diversity*

Protect your business from a catastrophic disaster or long-term, service-impacting issue by having a copy of your entire system stored in a geographically diverse location.

*Subject to availability.

Optional features

Automatic VoIP Failover

Automatically switch to an alternate failover line or even public Internet access if your primary line of communication goes down.

Cell Twinning

Simultaneously ring both your OfficeSuite UC desk phone and your cell phone (or any other phone number) so you never miss a call.

Softphones

Turn any Internet-connected PC, Mac, iPad®, iPhone® or Android™ device into another OfficeSuite UC phone extension.

Home-based Phone

Conveniently install and activate OfficeSuite UC phones anywhere with Internet access, even home offices or other remote locations.

SD-WAN

Provides active-active redundancy over data services to enable seamless, uninterrupted performance.

About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

To learn more about OfficeSuite UC, visit windstreamenterprise.com

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