



UNIFIED COMMUNICATIONS AS A SERVICE

Seamless cloud-based communications for the digital workplace

Improve employee productivity and collaboration, enable employee mobility, and enrich the customer experience with a Unified Communications as a Service (UCaaS) solution from Windstream Enterprise.

Choose from 3 flavors of UCaaS to align with your size and business needs.

	OfficeSuite UC [®]	UCaaS Powered by Mitel	UCaaS Powered by Avaya
Ideal Business Type	Small to mid-sized with up to 2,500 users	Mid-sized with 250 to 5,000 users	Large enterprises with 500 to 10,000+ users
Industries	All	All	All
Instant Messaging/Chat	X	X	X
Presence	X	X	X
Mobility	X	X	X
Audio/Web/Video Conferencing	X	X	X
CRM Integration	X	X	X
Pay-As-You-Go Model	X	X	X
Admin Management	Simplified, centralized online admin management; employee self-service phone feature management reduces reliance on IT support	Centralized, online admin management; multi-instance architecture allows for customization	Single online tool enabling admins to simultaneously administer UCaaS endpoints; multi-instance architecture allows for customization
Optional Contact Center Applications	Voice only (inbound calling, queuing, routing, recording and analytics)	Multi-Channel (multiple queues, advanced call flow routing and detailed reporting/ analytics)	Omni-Channel (supports interactions and analysis across all communications channels such as voice, chat, web RTC audio, email, SMS, co-browser and social)