

# California State Agency Succeeds with Rapid Deployment of Remote Work



## ACHIEVING CONFIDENCE TO WORK-FROM-ANYWHERE

The new work-from-anywhere environment requires connection and support. Respondents to the [2021 Deloitte Global Human Capital Trends survey](#) stated the top factors in making remote work sustainable were related to work design, specifically ensuring the Internet and needed technologies are accessible at home (23%) and reconfiguring the physical workspace at home (16%).

Employees work best when their devices and business critical applications work as they should, regardless of where they choose to work from. And for organizations with a heavy reliance on customer-facing engagement, IT infrastructure must provide a seamless experience to establish strong customer relationships and drive maximum efficiency.

## THE RAPID SHIFT TO A SECURE TELEWORK ENVIRONMENT

In response to the coronavirus pandemic, a California state agency facilitated an emergency shift to telework. The initial plan was to allow all staff to work from home 100% of the time over a three-week period, which began in March 2020. This shift was intended to be a temporary solution, but more than one year later, the telework solution is still in place.

The California State Agency relies heavily on their contact center to ensure customers can engage with the organization at any time. One of its primary objectives is to ensure the customer journey has a successful outcome, which is entirely reliant on the contact center agent's working environment.

As contact center agents shifted to remote work, they recognized the Internet had a direct impact on their ability to do their jobs. However, connectivity can be a challenge, especially when leveraging business critical applications over a home network. Not only is that home network not equipped to handle large workloads, but connectivity is at the mercy of the network provider.

NWN Carousel, the leading Cloud Communications Service Provider, helped a California State Agency achieve the following results:

Statewide IT contracts enable state and local agencies and authorities to:

- Successfully transitioned more than 2,700 staff to remote work environment
- Recognized a 300% increase in web performance with NWN Carousel-enabled teleworkers
- Recognized a 200% increase in network performance with NWN Carousel-enabled teleworkers

Needless to say, the Internet is a resource that often lacks reliability on how it carries information back and forth. The California State Agency faced an urgent need for a technology solution that empowered agents with better Internet connectivity, while also ensuring industry security and compliance regulations were met.

To do this, there were three priority areas to address:

- **Voice prioritization** – Ensure calls don't drop and calls sound natural; great voice quality.
- **Work from anywhere** – The accessibility and functionality of core applications required to complete any transaction needs to be available to agents, wherever they choose to work from.
- **Network security** – Due to the sensitive nature of customer information, agents need a secure network.

## Back to the Office: NWN Carousel Supports the Next Phase of Work

As pandemic-related restrictions ease around the U.S., the California State Agency is one of many organizations trying to navigate the new hybrid work approach. Supported by NWN Carousel, the organization is equipped to effectively manage a hybrid workforce, ensuring the experience of the contact center agents working in the call center mirrors the experience of the contact center agents who are working from home.

NWN Carousel's Back to the Office Trusted Workplace empowers organizations to successfully navigate the new infrastructure requirements that weren't needed before. By integrating systems reporting with advanced analytics, NWN Carousel's **Enterprise Management Platform (EMP)** offers a single pane of visibility and control that enables organizations to meet the various criteria around being safe, productive and efficient.

But this wasn't a one-and-done approach. The California State Agency recognized that technology investments made now would have a lasting impact on the organization and how it served its customers.

### **NWN CAROUSEL PROVIDES THE SOLUTION WITH ADVANCED TECHNOLOGY SOLUTIONS**

NWN Carousel's Advanced Technology Solutions (ATS) ensures a seamless experience for end-users, regardless of the challenges their unique locations could have on their experience. NWN Carousel's ATS provides a unified connectivity architecture that combines market-leading products with NWN Carousel Services to create a unified, secure and consistent end-user connectivity experience.

With NWN Carousel's ATS, the California State Agency's teleworkers were able to confidently shift to a secure work-from-home environment. Additional benefits included:

#### **Enhanced Connectivity**

The California State Agency gained consistent, stable and scalable connectivity that is virtually guaranteed through the Active Site Survey process. Agents no longer worried if calls would be dropped or if they would struggle to go to ready state to take another call.

#### **Standardized Work Environment**

NWN Carousel's ATS allowed every teleworker to create an at-home environment that enabled them to operate as if they were in the call center. This standardized kit—which included various devices, such as a desktop, phone handset and headset—reduced the technical variables that naturally occur from different home working environments.

#### **Avoided and Managed Risk**

Due to the sensitive nature of the information the staff at the California State Agency work with, it was vital that infrastructure security settings were integrated into the overall architecture. With NWN Carousel's ATS, advanced security integrations ensure only registered and authorized equipment can connect to the telework site.

#### **Reduced IT Support Burden**

The California State Agency leveraged NWN Carousel's 24/7/365 Service Desk, taking the burden off non-IT supervisors and staff to manage support resources. Additionally, by leveraging NWN Carousel's partner vendors, the California State Agency created a telework support strategy.

*NWN Carousel provides us with excellent solution architecture, project management and engineering services for successful IT deployments of enterprise voice and data infrastructure.”*

**Manager, State & Local Government**

### **CALIFORNIA STATE AGENCY RECOGNIZES 300% INCREASE IN WEB PERFORMANCE WITH NWN CAROUSEL'S ATS**

Through an initial pilot program, the California State Agency recognized performance improvements with the NWN Carousel-enabled teleworkers by a consistent 300% in web performance and nearly 200% in network performance over the non-NWN Carousel-enabled teleworkers. This illustrated that NWN Carousel's ATS could improve the teleworker experience and ultimately provide a better customer experience.

NWN Carousel's ATS enables a true work-from-everywhere work environment by creating always-on connectivity. With the right mix of enterprise-class cloud solutions that transforms your workspaces and enables efficient collaboration, NWN Carousel ensures your organization is set up to achieve your infrastructure needs.

NWN Carousel does this by leveraging a centralized platform to integrate customer and employee interactions with key performance information, giving the California State Agency tighter control and proactive management of both the customer and employee experiences. NWN Carousel's ATS ensures you select the right technology for your organization's connectivity needs and measure its effectiveness in real time.

## NWN CAROUSEL'S SOLUTION

NWN Carousel provides organizations with a full lifecycle management for cloud communications to transform the customer experience for your company. NWN Carousel does this with:

- **Device integration** – Integrate cloud managed security appliances with cloud-based voice calling to take business communications to the cloud at no additional cost or risk.
- **Improved business agility** – Deploy new capabilities and services faster with no disruption to end-user services.
- **Improved experience** – Consolidate applications and deploy the latest collaboration technology to message, meet and call via one platform.
- **Experience Management Platform** – Increase visibility to optimize internal communications and customer experience while ensuring security and reliability.
- **Adoption and training programs** – NWN Carousel provides training services to decrease time to value.
- **Award-winning support** – Enjoy 24/7/365 support that exists as an extension of your team.

## TRANSFORMATIONAL ENTERPRISE COLLABORATION

NWN Carousel offers organizations:

- Proven service delivery approach with more than 6,000 customers nationwide
- Premium voice network to ensure reliability and security
- Integrated solution that combines services, calling plans, devices, connectivity, reporting and experience management

## GET STARTED TODAY

NWN Carousel is a leading Cloud Communications Service Provider (CCSP) focused on transforming the customer and workspace experience for commercial, enterprise and public sector organizations. The company offers solutions-as-a-service that help organizations securely work from anywhere. With over 6,000 customers throughout the U.S., NWN Carousel provides integrated cloud communications, security, contact center, managed devices, connectivity, and advanced technology solutions. The company has been recognized by multiple publications and industry consortiums as a top technology integrator and managed services and cloud solution provider—including the Inc. 500/5000, Healthcare Informatics 100, and CRN MSP Elite 150.

Reach out to get started with NWN Carousel Advanced Technology Services

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