

# Devices from NWN Carousel

## TEDIOUS SUPPORT CYCLES FOR WORKFORCE DEVICES

Organizations need the latest, high-performing devices and technologies with timely support to enable their workforces. And in today's hybrid workforce, where employees are working from anywhere, devices serve as vulnerable endpoints, prime targets for cyber threats and security breaches.

But keeping up with deployment, protection and support involves mundane tasks and long hours from support staff, who are often needed elsewhere. Organizations of all sizes struggle to manage their devices effectively.

## NWN CAROUSEL DEVICES: MODERNIZE DELIVERY, MANAGEMENT AND SUPPORT FOR END-USER DEVICES

NWN Carousel's Device offering enables customers with a comprehensive lifecycle management solution for endpoints. NWN Carousel partners with organizations to provide device deployment, management, and support services to enhance the customer experience and enable the customer's IT staff to focus on more strategic initiatives.

NWN Carousel has deep experience in migrating an organization's device fleet into a best-practices-led lifecycle management model, with a focus on robust endpoint security and end-user support services.

## CHALLENGE: Hybrid Work-From-Anywhere is Accelerating Shift to Remotely Managed Mobile Devices and End-User Support.

The way people work has changed, with end-users working outside of traditional offices and IT infrastructure. The newly distributed workforce is placing increasing strain on already stretched IT staff to maintain health and productivity of endpoints and provide prompt, quality remote support.

*Remote Workers will represent 54% of U.S. employees by the end of 2021*

— GARTNER

## TRANSFORM THE CUSTOMER EXPERIENCE

Traditional PC deployment and help desk support are traditionally provided by local IT staff that utilize disparate on-prem applications and legacy manual processes. NWN Carousel helps organizations transform their experience by designing and implementing a modern device management environment utilizing automated processes with cloud-based tools.

## Improve Operational Efficiency with the NWN Carousel Experience Management Platform

The modern, work-from-everywhere enterprise needs more than the right cloud communications solutions. They need a way to measure the value of those tools and gain visibility across them.

The NWN Experience Management Platform (EMP) delivers a unified view into your entire cloud communications infrastructure. Offering advanced analytics, reporting, a customer success center, and proactive alerting, NWN's EMP gives your IT team the ultimate visibility and control.

### NWN EXPERIENCE MANAGEMENT PLATFORM

The Experience Management Platform integrates with NWN's powerful cloud communications services, including:



#### DEVICES

Improves employee uptime and ensures competitive readiness with workforce device deployment, support and security



#### UNIFIED COMMUNICATIONS

Ensures enterprise-grade collaboration and communication between employees, customers and partners with integrated tools and applications



#### CONTACT CENTER

Simplifies customer service across channels with integrated administration and analytics that improve customer experiences



#### SECURITY

Protects communications across your architecture and ensures peace-of-mind and compliance with security best practices and regulations



#### ADVANCED TECHNOLOGY SOLUTIONS

Powers work-from-everywhere and global customers with always-on connectivity



#### VISUAL COLLABORATION

Next generation collaboration spaces and enhanced digital signage for improved conferencing capabilities and information distribution.

NWN Carousel acts as an extension of an organization's IT team by assuming the burden of day-to-day device lifecycle management and 24x7 end-user support. By doing so, organizations gain the freedom and flexibility to securely launch new devices into the organization on your schedule, and ensure users have secure access to corporate applications and data from wherever they choose to work.

*"The value that a quality, forward-thinking integrator brings to a customer has never been higher."*

– TOM LEBLANC  
EXECUTIVE DIRECTOR, NSCA

### IMPROVE OPERATIONAL EFFICIENCY AND PRODUCTIVITY WITH PREDICTABLE COSTS

NWN Carousel integrates and maintains enterprise grade cloud-based tools to secure and manage your device fleet, while also providing end-user support. The NWN Carousel Experience Management Platform (EMP) provides omnichannel support options with an integrated ticketing system for turnkey lifecycle management or your desired level of co-management.

NWN Carousel solves your deployment challenges by remotely configuring and delivering PCs directly to your end-users. NWN Carousel also helps maintain employee up-time and productivity, sparing your IT staff from spending after-hours, weekends and holidays on-call, by providing end-users with 24x7x365 remote support, including out-of-band remote control. This ensures organizations can reap the benefits of real-time visibility into device health and performance with cloud-based monitoring and analytics, even when your employees don't work in the office.

NWN Carousel provides predictable cost with upfront setup charge plus ongoing annual recurring service payment, or via a 'Device-as-a-Service' (DaaS) subscription model that provides monthly/annual price for new device deployment and ongoing management/support.

### MANAGE BUSINESS RISK AND MINIMIZE DISRUPTION

Endpoints are the primary target of phishing, malware and other cyberattacks; these devices must be protected in order to secure access to corporate applications and data. NWN Carousel Devices Solutions secure endpoints by design.

NWN Carousel offers PCs with hardened BIOS and Intel vPro™ to enable secure remote support. NWN Carousel also provides setup and maintenance of device policies, including Windows drive encryption and endpoint patching. The Devices are deployed and monitored with next-gen anti-malware software, including detect and respond services for security events and quarantine/containment of compromised devices. Driving security policy and patching compliance mitigates the risk and disruption of cyber threats, including the corresponding financial and reputational impact on your business.

*"Over half of cybersecurity professionals say their organizations are ineffective at thwarting major threats today because their endpoint security solutions are not effective at detecting advanced attacks."*

– PONEMON INSTITUTE, 2020

### CUSTOMIZE YOUR DEVICES SOLUTION

ESSENTIALS	CORE	COMPLETE
Setup a modern Device Management environment;  Deploy and Monitor Endpoints	Setup, Deploy, Monitor, Secure, Manage and Support Endpoints	Setup, Deploy, Monitor, Secure, Manage and Support Endpoints  + End-User Support Services
<ul style="list-style-type: none"> <li>• Technology &amp; Licensing</li> <li>• Assessment &amp; Design</li> <li>• Configuration &amp; Deployment</li> <li>• MDM Implementation</li> <li>• Remote Management Console</li> <li>• Monitor &amp; Analytics</li> </ul>	Everything in Essentials plus: <ul style="list-style-type: none"> <li>• Windows Device Management</li> <li>• Hardware Remote Support/MACD</li> <li>• Endpoint Protection &amp; Response</li> <li>• Patch Management</li> <li>• Mobile/BYOD App Security</li> </ul>	Everything in Essentials & Core plus: <ul style="list-style-type: none"> <li>• Customer Success Center Service Desk</li> <li>• End-user On-/Off-boarding</li> <li>• End-user O365 Management</li> <li>• Onsite Dispatch</li> </ul>

### 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. We deliver hybrid work experiences for millions of users across North America's 7,000 leading organizations. Our integrated devices, communications apps, AI-enabled contact centers, networking, security, and analytics allows our customers to us to learn, discover, work, and connect from anywhere – all delivered as a cloud service that's simple to use and manage. To learn more about our solutions please visit [www.nwncarousel.com](http://www.nwncarousel.com)

Reach out to start building your **Devices** solution

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