

All the Control & Visibility to Maximize Productivity: NWN Carousel Experience Management Platform

DELIVER USER-FIRST EXPERIENCES WITH NWN CAROUSEL'S EMP

Digital transformation needs, alongside increased competition across industries, has accelerated the move to the cloud. As the leading integrated **cloud communications service provider**, NWN Carousel enables organizations to fully realize the benefits of digital transformation and workplace transformation by delivering a scalable portfolio of secure cloud solutions, coupled with world class services and SLAs, to transform an enterprise for the modern, work-from-everywhere world.

NWN CAROUSEL EXPERIENCE MANAGEMENT PLATFORM:

Centralized visibility and control

Today's modern employees are all too familiar with the evolution of the A major component of the work-from-everywhere experience is delivering a high-quality end-user experience—to customers, employees, and all stakeholders. NWN Carousel makes this possible through its sophisticated **Experience Management Platform (EMP)**.

NWN Carousel's EMP is a multi-technology management platform that provides visibility, analytics and administrative functions across the NWN Carousel solution-as-a-service portfolio. NWN Carousel's EMP enhances the business user experience by centralizing information into a single source of truth across integrated technologies, enabling customers to maximize technology investments and reduce complexity.

Customers benefit from improved:

- **Visibility:** Aggregate visibility into environments and services
- **Control:** Manage solutions through administration and self-care capabilities
- **Analytics and reporting:** Increase insights and maximize investment
- **Support:** Communicate directly with NWN Carousel experts via a secure platform 24/7/365

Improve Operational Efficiency with the NWN Carousel Experience Management Platform

The modern, work-from-everywhere enterprise needs more than the right cloud communications solutions. To drive truly effective business transformation, organizations need actionable information that is easily accessible. Only then can they proactively manage the technology to gain the strategic impacts and value potential of the technology investment.

CHALLENGE: Technology sprawl, a blessing and a curse

The pace of technology innovation brings today's organizations unprecedented opportunities to offer cutting-edge services to customers and constituents. Of course, it also introduces significant challenges. Managing multiple disparate technologies and solutions is no easy feat. Organizations are strained as they experience limited visibility into performance, alongside operational challenges and costs.

Customers need an integrated service platform to maximize technology ROI and effectively address their challenges, which include:

- **Lots of tools but limited control** across disparate, non-integrated systems
- **Difficulty administering** and operating technologies
- **A lot of data but limited knowledge due to** lack of accurate and timely reporting and analytics
- Slow adoption and under-utilization of technologies
- **Lack of visibility** into real-time operational performance and service levels across solutions
- **High operational costs**, plus unpredictable expenditures

"Among all businesses, 64% enabled a remote workforce in 2020 and more than half of all companies plan to retain flexible work policies even after the pandemic ends – which will necessitate additional technology investment."

- SOURCE: SPICEWORKS ZIFF DAVIS

GAIN CONTROL AND VISIBILITY ACROSS THE TECHNOLOGY STACK

NWN Carousel's integrated, cloud-based EMP enables customers to achieve digital transformation goals by driving adoption and gaining more value from their technology investments. EMP also provides the support, information, and tools needed to control, monitor, and report across NWN Carousel's integrated solution-as-a-service offerings.

CONTROL

- **Unify:** One unified platform integrated across NWN Carousel's six seven solution-as-a-service offerings
- **Simplify:** Manage solutions through administration and self-care capabilities
- **Streamline:** Improve operational efficiency and reduce complexity

REAL-TIME MONITORING

- **Aggregate:** Gain visibility into the entire solutions portfolio
- **Optimize:** Track utilization with business outcome-focused analytics

ANALYTICS & REPORTING

- **Uncover:** Detect unforeseen risks and hidden gaps
- **Strategize:** Make better decisions with accurate real-time and trend data

"We were impressed with EMP's bundling of services, delivered via the cloud, that enable organizations to implement and manage corporate technology quickly, minimizing the time to value."

— ENTERPRISE STRATEGY GROUP (ANALYST)

REDUCE COSTS AND MAXIMIZE INVESTMENTS

Technology investments can deliver impressive returns, but only if teams have the visibility into adoption, utilization, performance, and costs. With NWN Carousel's EMP, customers get more value from their technology spend through real-time information and support.

- **Monitor:** Gain operational visibility and support performance through real-time service level dashboards
- **Maximize:** Ensure the highest possible adoption, utilization, and value from technology solutions
- **Optimize:** Get the maximum return on technology investments while reducing unnecessary and unpredictable costs

GET TECHNOLOGY SUPPORT WHEN YOU NEED IT MOST

In addition to self-service capabilities, NWN Carousel's EMP offers a secure platform with an extensive and interactive knowledge base, and direct access to NWN Carousel experts 24/7/365.

- **Self-Serve:** Find information, request support, and resolve issues online easily and autonomously
- **Learn:** Accelerate adoption through an interactive knowledge base that helps you get even more value out of the NWN Carousel offerings
- **Connect:** Ask questions and interact with the NWN Carousel customer community to learn from peers and industry experts

CUSTOMIZE YOUR EMP SOLUTION

ESSENTIALS	CORE	COMPLETE
Get started with an integrated and supported EMP	Simplify administration and operations of your tech stack	Analyze and gain deep insights to maximize tech investments
<ul style="list-style-type: none">• Self-service Case Management• Enterprise Case Dashboard• NWN Carousel Offering Knowledge Base• NWN Carousel Community	Everything in Essentials plus: <ul style="list-style-type: none">• SLA Dashboards• Offering Self-administration• Real-time monitoring and reporting	Everything in Essentials & Core plus: <ul style="list-style-type: none">• Customized reporting, dashboards and integrations

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

Reach out to get started with NWN Carousel **EMP**.

LEARN MORE