

# Transform Your Enterprise Collaboration Experience with NWN Carousel's Unified Communication Offering

Digital transformation, the demand for hybrid working environments, and increased competition across industries have accelerated organizations' move to the cloud. As the leading integrated cloud communications service provider and your trusted advisor, NWN Carousel brings order out of chaos, allowing organizations to fully realize the benefits of frictionless collaboration.

NWN Carousel delivers robust and flexible cloud solutions, ensures they're securely designed, and provides the services and SLAs to transform your enterprise into a modern hybrid-work organization.

## TODAY'S BUSINESS DEMANDS FLEXIBLE COLLABORATION

Today's employees are all too familiar with the evolution of the traditional work day; work has, quite frankly, evolved beyond an eight-hour day in the office. To succeed in today's modern work-from-anywhere world, organizations require not only collaboration between geographically dispersed teams in multiple time zones but the cloud connectivity required to meet those needs.

This evolution in communication strategies gives rise to a new set of challenges within every organization.

- **Isolated teams and customers** across unintegrated channels and systems
- **Slow technology adoption** and underutilization of appropriate tools
- **Business risk** from open, connected work environments with the potential to expose vital communications
- **High operational costs**, plus unpredictable expenditures from legacy systems

**\$37 billion** is estimated spent by organizations each year to pay for lost productivity and inefficient collaboration.

- GROSSMAN CONSULTING GROUP

## IMPROVE COMMUNICATION AND INCREASE PRODUCTIVITY

To respond to ever-changing business needs, successful organizations today require an agile communications platform that is accessible anytime, anywhere, on any device, and supports flexible workspaces and inclusive experiences.

## 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's Unified Communications Solutions deliver an extensible collaboration platform that integrates all modes of communication into a single user experience. With expertise and experience across multiple manufacturers and platforms, NWN Carousel can design flexible, cloud-based solutions to meet hybrid organizational needs. With these solutions, your business can benefit from dynamic workplace environments that effectively connect your teams and stakeholders.

Customers benefit from:

- **Greater engagement** to empower your workforce and customers with flexible and persistent collaboration.
- **Streamlined implementation** to enable you to take advantage of a communications platform and implementation methodology that enables faster deployment, provides access to rich features, and increases adoption.
- **Secure work environments** to protect vital information with security solutions designed to enable your work-from-anywhere capabilities.

NWN Carousel supports multiple technology platforms and deployment models, all of which are integrated and delivered through the Experience Management Platform (EMP). EMP provides a comprehensive management solution that integrates monitoring, self-service capabilities, and customizable insights and analytics designed to make operating easy. **NWN Carousel powers employee productivity and enables business agility with collaboration solutions that work on any device from anywhere.**

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*Through 2024, organizations will be forced to bring forward digital business transformation plans by at least five years. Those plans will have to adapt to a post-COVID-19 world that involves permanently higher adoption of remote work.*

- GARTNER

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## TRANSFORM THE CUSTOMER EXPERIENCE

The pandemic has not only forced many organizations to rethink how they communicate both internally and externally, but also to consider ease of use, consistency of the experience across multiple platforms and device types, and the availability of where people can utilize these applications. NWN Carousel's Unified Communications & Collaboration solution is designed to transform the workplace of the future by:

- Offering **feature-rich solutions** that are simple to consume (cloud, on-premise, or hybrid)
- Providing a **consistent operating and user experience** across multiple platforms and device types (mobile, tablet, laptop, phone, room)
- Designing, pricing, and installing solutions rapidly while **reducing complexity**

- Delivering **adoption and world-class managed services** from trained experts
- Generating advanced insights, streamlining administration, and offering self-service capabilities through the **Experience Management Platform**

Companies are realizing that the solutions they chose for 100% remote work during the pandemic are not sustainable or do not have what it takes to support their new post-pandemic hybrid workforce.

## IMPROVE OPERATIONAL EFFICIENCY AND PRODUCTIVITY WITH PREDICTABLE COSTS

The Unified Communications & Collaboration solution from NWN Carousel provides flexible consumption models that allow organizations to transform their collaboration journey at their own pace. This provides organizations with :

- **Scalability and a flexible growth model** to provide businesses with the agility they require.
- **Bundled technology and services** to provide a comprehensive feature set with predictable costs, including SIP, carrier services and simplified delivery.
- **Advanced Administration & Reporting** with business intelligence for simplified provisioning and MAC-D capabilities, providing key insights into technology adoption.
- **Business Application Integrations** with seamless collaboration into existing business applications and workflows.
- **Depth and breadth of expertise** with experienced and certified engineers across our entire integrated services portfolio.

The top cloud driver is cost savings, followed by agility-related features, such as better scale, feature availability, speed of feature availability, and remote worker support. Remote worker support is a key consideration, particularly considering nearly one-third of organizations are increasing their percentage of telecommuters or virtual workers this year.

## MANAGE BUSINESS RISK AND MINIMIZE DISRUPTION

It seems obvious that choosing the 'right' collaboration technology will have the most impact on employee productivity and business outcomes. Historically, organizations like to have a single platform with control over user experience, security, and costs. With the consumerization of IT, however, users expect more. They prefer to use different tools for different jobs and believe they are the best judge of what to use to accomplish the task.

Though it can be a challenge for employers to find a way to enable employee choice, the real challenge is how to stitch together this variety of cloud-compliant tools and services behind the scenes so employees have a consistently brilliant experience. That's why NWN Carousel enables a choice of collaboration platforms that work together through the session layer, the right network infrastructure and the Experience Management Platform (EMP), and why we put such an emphasis on experience, whatever the platform. This is what we refer to as NWN Carousel's Digital Transformation ready architecture.

The depth and breadth of NWN Carousel's expertise allows organizations to focus on their digital transformation and business goals by:

- Minimizing risk by **managing migrations** and providing a **consistent experience** between otherwise disparate platforms.
- Providing **highly available, flexible and extensible** architectures backed by strong **end-to-end Service Level Agreements (SLAs)**.
- While legacy systems can hinder your organizations' ability to embrace digital transformation, NWN Carousel's complete and comprehensive lifecycle services help you maintain and manage your Collaboration infrastructure, maximize adoption and keep you ready for the next market transition or business challenge.
- The Experience Management Platform (EMP) provides the line of sight you need into your critical communications services with proactive monitoring and management, self-care to control service and actionable insights and analytics.

The average person now uses 3.5 collaboration tools and a third of us use six. It makes sense then that more than half of IT decision-makers are confused by the complexity or the number of collaboration tools available.

*"NWN Carousel made it possible for a seamless migration to the cloud, enabling us to grow our business exponentially without a substantial increase in cost or staffing."*

**NEIL HAYSLETT**  
CHIEF ADMINISTRATIVE OFFICER AND EVP, F&M BANK CORP

## CUSTOMIZE YOUR UC & COLLABORATION SOLUTION

ESSENTIALS	CORE	COMPLETE
Get started with an integrated communications platform	Add experience management to your communications	Full lifecycle services to maximize your investments
<ul style="list-style-type: none"> <li>• Technology and Licensing</li> <li>• Design &amp; Network Readiness</li> <li>• Deployment, Integration, and Migration</li> <li>• Monitor and Operate</li> <li>• Carrier Services</li> <li>• E911 Consulting and Solutions</li> </ul>	Everything in Essentials plus: <ul style="list-style-type: none"> <li>• Adoption and System Health Checks</li> <li>• Insights and Analytics</li> <li>• User MACDs</li> <li>• Smart Provisioning and Administration</li> <li>• Self-Care</li> </ul>	Everything in Essentials & Core plus: <ul style="list-style-type: none"> <li>• End to End SLAs</li> <li>• Custom Insights &amp; Analytics</li> <li>• Workflow Integration Services</li> <li>• Advanced Security Integrations</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 **UC & Collaboration** solution

LEARN MORE

