

NWN Carousel Enables Seamless Visual Collaboration & Workspaces

Supporting the Future of Work

With the shift to a hybrid work environment, the way people share, connect, and drive productivity continues to evolve, making it more important than ever for businesses to provide next-gen communication tools to employees. NWN Carousel offers deep expertise to design, integrate, and support compelling and affordable Visual Collaboration & Workspace solutions for your hybrid workplace needs, including Integrated Unified Communications meeting rooms, video/web conferencing, video wall display systems, and digital signage to ensure you are prepared to thrive in the new future of work model.

CHALLENGE: Poorly Designed, Integrated, and Supported Visual Collaboration & Workspace Solutions Lead to Productivity Loss, Increased Costs, and Reduced Employee and Customer Satisfaction

- **Remote work is disconnecting employees from peers and customers.**

As work-from-home becomes more prevalent, organizations are realizing their current Visual Collaboration & Workspace solutions are lacking. Without a fully integrated hybrid workplace, employees that don't have the tools to stay connected with peers and meet their customers' needs will experience frustration and a loss of effectiveness. Not taking any action will ultimately lead to both employee and customer attrition.

- **Many Visual Collaboration Tools are hard to use.** Organizations have adopted multiple platforms that are hard to use, integrate, and support across in-office, hybrid, and remote teams. This leads to less productive meetings, operational inefficiencies, and decreased employee and customer satisfaction.

- **Visual Collaboration costs are high due to multiple tools, under-utilization, and support challenges.** While the COVID-19 pandemic has reduced in-person meetings and associated travel costs, the rush to support remote workers and their varied legacy visual collaboration technology has grown. ROI is not realized due to interoperability challenges and inhibited productivity.

- **Challenge to Maintain Regulatory & Compliance Standards (PCI, HIPAA, etc.)** With the proliferation of Visual Collaboration & Workspace solutions to support the hybrid work environment, exposure to security threats has increased. The costs associated with downtime and remediation resulting from a security breach can be substantial.

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.

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

TOM LEBLANC, EXECUTIVE DIRECTOR NSCA

TRANSFORM THE CUSTOMER EXPERIENCE

Employees spend more than 80% of their time collaborating, which underscores the need for easily accessible solutions that enable greater productivity. These solutions also need to support enhanced customer engagement and satisfaction to drive toward stronger customer relationships.

NWN Carousel architects comprehensive Visual Collaboration & Workspace solutions that reimagine the digital workplace. Having the expertise to design, implement, consolidate, and manage complete end-to-end Visual Collaboration & Workspaces, NWN Carousel provides customers with increased scalability, employee productivity, and satisfaction.

Leveraging years of experience and battle-tested processes, procedures, and methodologies, NWN Carousel streamlines the implementation and lifecycle management of Visual Collaboration & Workspace solutions, reducing complexity and enabling customers to adapt and adopt a hybrid modern workplace.

IMPROVE OPERATIONAL EFFICIENCY AND PRODUCTIVITY WITH PREDICTABLE COSTS

The rush to remote work in 2020 presented customers with a myriad of challenges. These included large unplanned capital outlays, hastily implemented Visual Collaboration & Workspace solutions, negative impacts on employee productivity and morale, and reductions in customer satisfaction. Attempting to address all of these issues in what is typically a non-core area has been an uphill battle for many companies.

NWN Carousel's Visual Collaboration & Workspace solution has been implemented in organizations across a variety of industries, including Healthcare, Financial Services, Public Sector, Education and Manufacturing. NWN Carousel's expertise lies in not only deploying new solutions, but in integrating existing solutions to maximize existing investments, speed up time to market, and ease adoption. In addition, the solutions are designed with an eye for operational efficiency and ease of support.

MANAGE BUSINESS RISK AND MINIMIZE DISRUPTION

The rapidly changing hybrid work environment has introduced unexpected challenges to many companies and rendered legacy Visual Collaboration & Workspace solutions largely ineffective. Resolving this situation in a standardized way, while minimizing business risk and disruption – both today and in the future – has proven difficult for many companies. NWN Carousel's Visual Collaboration & Workspace solution

incorporates existing investments wherever possible, minimizing the risk and disruption associated with implementing a solution that will be viable for years to come.

CUSTOMIZE YOUR VISUAL COLLABORATION & WORKSPACES SOLUTION

ESSENTIALS	CORE	COMPLETE
Set up a modern infrastructure so IT can maintain the health of the environment	Gain an experienced partner to manage a modern infrastructure so IT can focus on business outcomes	Ensure complete visibility and reliability for mission-critical applications and multiple locations
<ul style="list-style-type: none">• Technology & Licensing• Customer Consultation/ Assessment• Standardized Design & Implementation• Remote Consolidated Support	Everything in Essentials plus: <ul style="list-style-type: none">• Live Tier 1 Help Desk• Self-service Knowledge Base videos• Advanced Design & Integration• Onsite Consolidated Support	Everything in Essentials & Core plus: <ul style="list-style-type: none">• Monitor & Operate the Environment• Advanced Insights & Analytics• Onsite Proactive Health checks• Assigned Support Team

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 start building your **Visual Collaboration and Workspaces** solution

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