

# NWN Carousel Delivers Unified Communications to Texas Public Sector

In Texas and throughout the country, the pandemic has forced public agencies to rethink their approach to hybrid work. As the leading Cloud Communications Service Provider (CCSP), NWN Carousel enables state and local governments to fully realize the benefits of work from anywhere.

Our newly awarded Texas statewide contract **Unified Communications and Contact Center Services: DIR-TELE-CTSA-014** will deliver modern, integrated and secure communication services to the residents of Texas in the following categories:

- Carrier Class Services
- Telecom Managed Services
- Wireless Services

Under the terms of DIR-TELE-CTSA-014, NWN Carousel will:

- **Connect** remote workers with unified communications for maximum productivity
- **Transform** hybrid workforce with IT support, networks and devices
- Enable omnichannel support with Al-powered, integrated cloud contact center solutions
- Simplify operations and gain deeper insights with analytics
- Adoption and Change Management is a critical component of any successful
  Cloud Communications migration. NWN Carousel's people-centric approach
  reduces implementation risk to ensure outcomes. More importantly we help
  transform how employees think about collaboration productivity tools and
  accelerate the value it provides to their day-to-day job functions.



#### **Benefits of Working with**

**NWN Carousel** — A Leading Cloud Communications Service Provider in the Public Sector



### As a federally regulated Cloud Communications Service Provider,

we have an advantage over legacy VARs and Telcos. We holistically evaluate our customers business and technology needs



**Our national contracts** are easy to use; providing rapid, consistent delivery at a competitive price



**Consultative advice** throughout contract pricing, ARPA funding and grant application process



Vast technical expertise to simplify the complexity of technology and to deliver real-time, real-world solutions

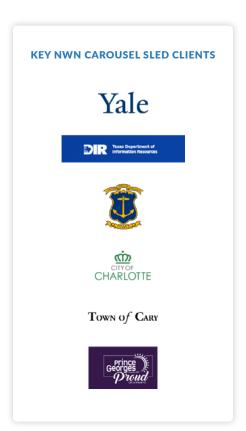
#### NWN Carousel + Texas DIR Established Contracts

For integrated cloud communications services

- DIR-TSO-4192
- DIR-TSO-4257
- DIR-TSO-3909
- DIR-TSO-4513

## IMPROVE OPERATIONAL EFFICIENCY WITH OUR EXPERIENCE MANAGEMENT PLATFORM

NWN Carousel's **Experience Management Platform (EMP)** delivers a unified view into your entire work-from-anywhere environment.
Offering advanced analytics, reporting, a customer success center, and proactive security features, EMP provides Public Sector IT teams 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.