

Transform Your Enterprise Collaboration Experience with NWN Unified Communications & Collaboration

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 partners with RingCentral to deliver integrated cloud-based message, phone, and video communications, backed by robust security measures and a 99.999% uptime SLA.

TODAY'S BUSINESS DEMANDS FLEXIBLE COLLABORATION

Today's modern 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, modern 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

Poor communication costs organizations an estimated \$37 billion each year due to 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. Organizations need a way to measure the value of those investments and gain insights into how they are being utilized.

The NWN Carousel Experience Management Platform (EMP) delivers a unified view into the entire cloud communications infrastructure, providing advanced analytics, custom reporting, access to our 24/7 customer success center, and proactive alerting. NWN Carousel's EMP enhances the ability to Observe, Operate and Optimize the environment for successful transformations.

NWN EXPERIENCE MANAGEMENT PLATFORM

Integrates with NWN Carousel's powerful cloud communications services, including:



DEVICES

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



UNIFIED COMMUNICATIONS

Enterprise-grade collaboration and communication between employees, customers and partners



CONTACT CENTER

Simplifies customer service across channels with integrated administration and analytics



SECURITY

Protects communications and ensures peace-of-mind and compliance with security best practices



ADVANCED TECHNOLOGY SOLUTIONS

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



VISUAL COLLABORATION

Enhanced collaboration spaces and digital signage improve conferencing 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. RingCentral's cloud-based solutions are easy to set up, manage, and use, empowering your employees in a hybrid work environment. 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.**

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

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 RingCentral is built on an open platform: with integrations and apps to address any workflow, RingCentral ties in to your most-used services, like Salesforce, HubSpot, and many more. With these integrations, RingCentral and NWN Carousel can build a platform specific to your needs..

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"> • Technology and Licensing • Design & Network Readiness • Deployment, Integration, and Migration • Monitor and Operate • Carrier Services • E911 Consulting and Solutions 	Everything in Essentials plus: <ul style="list-style-type: none"> • Adoption and System Health Checks • Insights and Analytics • User MACDs • Smart Provisioning and Administration • Self-Care 	Everything in Essentials & Core plus: <ul style="list-style-type: none"> • End to End SLAs • Custom Insights & Analytics • Workflow Integration Services • Advanced Security 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 start building your **UC & Collaboration** solution

LEARN MORE

