

NWN Carousel

The hybrid work company and leading cloud communications service provider

NWN Carousel delivers differentiated hybrid work experiences through integrated offerings for a seamless and secure experience.

As more organizations adopt hybrid work models, there is a growing need for solutions that can seamlessly support multiple platforms and vendor environments, while also providing a unified and secure collaborative experience. Workspace transformation means your organization needs more than disparate IT solutions.

In order to create a superior Total Experience that caters to the needs and expectations of customers, employees, and end-users across all touchpoints, it's important to partner with an integrated Cloud Communications Service Provider that can provide a full portfolio of hybrid work solutions and services.

NWN Carousel's Mission

Create effective hybrid work strategies for our customers that weave together the Customer Experience, Employee Experience, and User Experience to create a Total Experience that delivers seamless and secure collaboration.

- **Consolidated solutions and services.** Offerings that simplify management and reduce costs
- **Seamless integration.** Unified tools and platforms for a streamlined and cohesive experience
- **Scalability and flexibility.** Pay-as-you-go reduces redundancies & provides next-gen technology
- **Enhanced security and compliance.** Protect your organization's data and sensitive information
- **Superior support model.** SLA-backed cloud and on-premise solutions for work-from-anywhere

HYBRID WORK OPTIMIZATION WITH NWN CAROUSEL'S EXPERIENCE MANAGEMENT PLATFORM (EMP)

EMP brings the customer and employee experience to the forefront by uniting the people, processes, and technology required to operate and optimize your cloud, and on-prem, environments. Through meaningful insights, proactive alerting, self-service capabilities, and access to our 24 / 7 customer success center, EMP enables organizations to realize transformational business outcomes.



DEVICES

Improves employee uptime and ensures competitive readiness



SECURITY

Protects communications across your architecture and ensures peace-of-mind and compliance with security best practices and regulations



UNIFIED COMMUNICATIONS

Supports multiple workstyles, devices, applications, and platforms while delivering an optimal EX and CX experience



ADVANCED TECHNOLOGY SOLUTIONS

Powers a global workforce with always-on connectivity



CONTACT CENTER

Simplifies customer service across channels with integrated administration and analytics that improve customer experiences



VISUAL COLLABORATION

Next generation collaboration spaces and enhanced video communications for improved conferencing capabilities.

What is EMP?

EMP provides a range of features and capabilities to help manage and support hybrid work:

- **A unified view** of all systems and devices
- **Monitoring and management** of devices and systems and user experience
- **Support** for a range of UC&C tools to help remote employees stay connected
- **Enhanced analytics** allowing organizations to gain insights into their IT systems
- **Security and compliance** features to ensure that all access is safe
- **Integration** with popular cloud-based productivity and collaboration platforms

3 Tiers of EMP Services Aligned to Customer Requirements

EMP Support	EMP Operate	EMP Lifecycle
<ul style="list-style-type: none">• Infrastructure Monitoring• Remote Technical Support• Performance Visibility & Reporting	<ul style="list-style-type: none">• Proactive Management• Insights & Analytics• On-sight Support (Optional)	<ul style="list-style-type: none">• Optimization Services• Adoption & Lifecycle Consulting• Custom Integrations & Analytics

The NWN Carousel Difference

Breadth of Integrated Offerings

Six core offerings together with EMP provides easy access to a host of unified collaboration tools, organized into an all-in-one ecosystem

Best-in-Class Engineering

High touch service with advanced certifications across a broad network of partners

Across Industries

Industry-specific research and strategy with experts that act as an extension of your team

Public Sector

Team of local government experts with competitively bid national contracts

Deep Customer Satisfaction

High Net Promoter Score of 73; 20% above industry average

Partners

Leading technology manufacturers at your fingertips with Cisco, Avaya, HP Poly, Fortinet, Five9 and many others

EMP

A unified view of all systems and devices plus monitoring and management of devices, systems, and user experience

NWN Carousel at a Glance

5,000

CUSTOMER
BASE

950+

CUSTOMERS WITH
10+ YR RELATIONSHIP

1,100

EMPLOYEE
COUNT

20+

NUMBER
OF LOCATIONS

Founded in 1992 | Private Equity Backed | National Footprint | Boston, MA Headquarters

Start your Digital Transformation

Speak with an Expert