

# NWN Carousel Public Sector

The Leading Cloud Communications Service Provider for the State of Florida

As the leading Cloud Communications Service Provider, NWN Carousel delivers modern secure, innovative, and scalable cloud solutions for major private and public sector organizations. We hold notable **telecom contracts in Florida** such as SUNCOM and NASPO, as well as numerous nationwide contracts. Our integrated portfolio of IT solutions, and services, provides support for a modern day hybrid workforce.

## NWN Carousel's Mission

NWN Carousel's mission is to 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.

- **Cloud-based management tools** to enable modern management.
- **Remotely configuring** and delivering secure endpoints.
- **Maintain employee up-time** and productivity with 24x7x365 remote support.
- **Real-time visibility** into health and performance.
- **Predictable cost** with upfront setup charge plus ongoing annual.
- **Recurring service payment** with Daas subscription for monthly/annual costs.

## Our approach

We focus on the desired outcomes by understanding current challenges, delivering positive business outcomes, and providing clear measurements of success.

## Experience

We have experience in delivering multi-million-dollar annual hosted contact centers and collaboration solutions with hosted VOIP and complex integrations. A salient local example of this is our resounding success with a 5-year 2500 agent Hosted Contact Center in Florida; renewed for 5 years in 2022 at a value of \$11M a year.

## Florida Public Sector Experience

- **40 years** of SLED experience
- **ERATE** expertise
- **Multiple XaaS offerings** via contracts
- **Public sector badged employees** and various clearance levels
- **National contracts** make technology acquisition easier
- **No hassle pre-negotiated pricing** with published discounts
- **Experienced contracts** funding team

## Carrier Service Provider

As a Nationwide Competitive Local Exchange Carrier (CLEC), we have the capability to deliver managed circuit connectivity and provide carrier grade performance at reduced costs.

## Scale

NWN Carousel is approaching \$1 Billion a year in annual sales. We are managed regionally, with the ability to pull from national resources, as necessary.

## Experience Management Platform

NWN Carousel's EMP unifies the people, processes, and technology required to operate, optimize, and transform your cloud, and on-prem, ecosystems.

## Public Sector Team

We have a local and dedicated team in the **State of Florida** that specifically supports and partners with state agencies. Our public sector team is comprised of pre-sales and post-sales support. The Public Sector team is nationwide with experience of over 40 years.

# Growing Company with Strong Industry Recognition

**BOSTON  
BUSINESS JOURNAL**

**#7**  
Market Leader 2023

**#23**  
Largest Growing Private  
Massachusetts Company 2023



**Elite 150**  
in 2023



**Tech Innovator**  
2023



## 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.