

# Unified Communications & Collaboration

Innovate and differentiate with NWN Carousel UC&C Services

## AI as a Powerful Tool for Personalizing Interactions Across Channels

In today's environment, UC & Collaboration can provide a strategic advantage by improving internal and external communication, enhancing customer service, fostering innovation, improving operational efficiency, and contributing to overall business growth and competitiveness.

NWN Carousel Unified Communications & Collaboration provides end-to-end, flexible, and cost-effective collaboration technology solutions that enable digital workplaces for businesses in all industries and of all sizes. Designed to help organizations modernize their unified communications infrastructure, connectivity, and security capabilities, our integrated services provide a flexible, secure, and cloud-connected experience – "Cloud your way."

## Prioritize your Users' Needs and Increase Productivity

NWN Carousel designs flexible solutions (on-prem, public cloud, private cloud & hybrid) to meet organizational needs and deliver positive business outcomes. We offer direct connectivity to Public Cloud Services such as Microsoft, Webex, RingCentral and Zoom in addition to Private Cloud Services powered by Cisco and Avaya. We integrate applications and services from multiple vendors, allowing customers to reduce costs, minimize reliance on a single vendor, and provide more choices.

Customers benefit from:

- Greater engagement: Flexible and persistent – User-centric – collaboration solutions to meet ALL of your users' needs
- Business Transformation: Streamlined implementation, migration, and ongoing operation to run, grow, and transform
- Secure by design: Architecture that protects your business communications and vital information with security solutions

## Transform the Customer Experience

NWN Carousel's Unified Communications & Collaboration portfolio of solutions is designed to provide:

- **Enterprise solutions** with flexible delivery models (on-prem, cloud, or hybrid) and simple to consume
- **Consistent operating and user experience** across multiple platforms/devices

*"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

## Flexible Work Optimization with NWN Carousel's Experience Management Platform (EMP)

NWN Carousel's proprietary Experience Management Platform (EMP) accelerates solution adoption and simplifies multi-cloud service management for an optimized experience. By seamlessly integrating secure endpoints and networks with collaboration application services, EMP delivers unparalleled transparency with comprehensive analytics, IT asset management, and cost optimization – helping NWN Carousel consistently earn a world-class 70+ Net Promoter Score (NPS) from its clients.



### DEVICES

Improves employee uptime and ensures competitive readiness



### UNIFIED COMMUNICATIONS

Supports multiple work styles, devices, applications, and platforms while delivering a superior Total Experience (TX)



### CONTACT CENTER

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



### SECURITY

Protects communications across your architecture and ensures compliance with security best practices and regulations



### INTELLIGENT INFRASTRUCTURE

Powers a global workforce with always-on connectivity



### VISUAL COLLABORATION

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

- **Experience management** and adoption services from industry experts
- **Integration** into existing Business Applications and Workflows
- **Streamlined operations** with intelligent administration, and self-service capabilities delivered through EMP
- **Insights and analytics** to enable decision-making with precise real-time and trending data

### Improve Agility and Operational Efficiency with Predictable Costs

Our Unified Communications & Collaboration solutions provide flexible consumption models that allow organizations to take control of their collaboration journey by delivering:

- **Scalable and flexible growth** model that gives businesses agility and prepares them for the future
- **Bundled technology** and services that provide predictable costs and all key capabilities, including SIP and carrier services
- **Intelligent Administration & Reporting** to streamline and automate onboarding and management while also providing business insights

### Manage Business Risk and Minimize Disruption

NWN Carousel enables a choice of collaboration platforms integrated and interconnected through the session layer, the proper network infrastructure, and our EMP with a focus on operational efficiency and total experience (TX). This is what we refer to as our user-centric architecture.

This approach helps organizations:

- **Minimizing risk by managing migrations** and providing a consistent experience between otherwise disparate platforms.
- **Providing highly available, flexible, and extensible architectures** backed by strong Service Level Agreements or Objectives (SLAs/SLOs).

- **Our Experience Management services** help you manage your collaboration infrastructure, modernize the user experience, and maximize adoption.
- **Access to expertise** across our entire integrated services portfolio.
- **Providing correlated visibility**, proactive monitoring and management, intelligent administration, analytics, and insight. All delivered through our EMP.

### Get Started

NWN Carousel is a leading Cloud Communications Service Provider (CCSP) that delivers flexible, hybrid workplace solutions for North America's largest public and private sector organizations. Over 5,000 customers choose NWN Carousel for their award-winning Unified Communications and AI-Powered Contact Center Services, Secure Managed Devices, Visual Collaboration & Workspaces, and Intelligent Infrastructure to provide exceptional employee and customer experiences. The company's intelligent services portfolio is delivered through their proprietary Experience Management Platform (EMP), accelerating time to business value while simplifying multi-cloud service management for technology professionals. With a 70+ NPS score from clients and 80+ eNPS score from employees, the company has consistently been ranked as a best place to work, grow and thrive.

Learn from a UC&C Customer



Reach out to start building your UC&C solution



## NWN Carousel Enables the Full Customer Journey

Customers expect a consistent Experience throughout their cloud communications Journey.

