

Experience Management Platform (EMP)

Empowering Organizations for Flexible Modern Workplace Transformation

As the landscape of technology innovation evolves rapidly and flexible work becomes the new standard, organizations are facing daily challenges that hinder their ability to prioritize transformative initiatives and extract maximum value from their investments.

According to Gartner, a staggering 80% of IT teams are caught in a reactive loop, addressing immediate issues and maintaining existing infrastructure. Realizing the full value of technology investment requires more than just technical support – it demands the consolidation of operations, the delivery of a cohesive user experience, and the facilitation of user adoption.

NWN Carousel's [Experience Management Platform \(EMP\)](#), is a powerful solution that tackles these challenges head-on. EMP goes beyond traditional approaches, offering a unique combination of service offerings to operate and optimize customer technology environments.

At its core is the Experience Management customer portal, a comprehensive interface that empowers customers with visibility, insights, and control over their technology solutions. EMP is strategically crafted to empower customers to focus on their core business objectives while prioritizing the employee and customer experience.

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— Gartner

What is EMP?

EMP is comprised of two integrated components:

- **EMP Services**, a set of well-defined, SKU-based services that NWN Carousel uses to deliver and support its six core Cloud Communications offers. These managed services offer a strategic and cost-effective approach to operating and optimizing customer technology environments, allowing them to focus on their core business objectives.
- **EMP Customer Portal**, a role-based platform granting customers control over the entire customer journey. From procurement and provisioning to ongoing support, operation, management, and reporting; customers enjoy a comprehensive interface for consuming, managing, and tracking the performance of their NWN Carousel Offerings.

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.

VISIBILITY – Gain actionable insights for targeted engagement through comprehensive visibility.

ANALYTICS – Elevate decision-making with accurate real-time and trending data.

CONTROL – Manage solutions effortlessly and empower end-users with simplified self-care capabilities.

INTEGRATE – Integrations to collect data and accelerate engagement

PLATFORMS – Experience industry-leading platforms through a unified and cohesive interface.

WORKFLOW – Optimize operations with automated processes and workflows for increased efficiency.

Challenges Addressed:

1 IT teams are focused on keeping the lights on and not transforming the business. How do we get more people focused on the future, not just the now?

- 80% of IT time is spent on "run" tasks
- Adoption of new technologies take a back seat
- Integrating platform visibility is difficult
- Skilled people are in high demand and low supply

SOLUTION: Prioritizing Strategic Initiatives over Reactivity

EMP Support provides customers with the people, platforms, and workflows to respond proactively to issues as they occur. Our support services empower organizations to proactively address issues, freeing up key resources for strategic initiatives.

Benefits of EMP Support:

- Predictable cost – We deliver reliable outcomes at a consistent cost.
- Reduce risk – 24x7x365 day support to reduce downtime.

2 IT Operations are made more difficult when every platform introduces another dashboard, another interface, or another API.

- Visibility is reduced leading to slow response
- IT spends more time integrating than doing
- Introduction of transformational technologies takes a long time, if at all.

SOLUTION: Consolidated Operations: Balancing the Benefits of Cloud Technology

EMP Operate helps organizations navigate the complexities of cloud technology, turning data into analytics and insights. By handling routine system and user changes and ensuring proactive patching, the service offloads the operational burden of IT. This allows organizations to strike a balance between leveraging the benefits of the cloud and avoiding overwhelming operational tasks.

Benefits of EMP Operate:

- Improve Productivity – Our team takes care of the day-to-day so you can focus high-cost resources on more important tasks.
- Reduce risk – Keeping your assets up to date reduces the chance of outages before they occur.

3 While some technologies are easy to deploy, getting a return on your investment isn't as easy which ultimately hinders growth and innovation.

SOLUTION: Adoption: Ensuring ROI on Technology Investments

EMP Lifecycle supports organizations in realizing the full potential of their technology investments. Serving as a trusted advisor and innovator, our team provides insights into how to get the most from your investments.

Benefits:

- Improve Efficiency – Customize your services to accelerate adoption and improve user experience.
- Predictable Cost – Leverage industry-leading talent without the cost of recruiting and retention.

4 As we move into an era defined by unprecedented digital transformation and heightened consumer expectations, it's crucial to anticipate and adapt to the shifting dynamics of user experiences.

- Visibility into usage and user experience is lacking
- Lots of tools with limited control across disparate, non-integrated systems
- Slow adoption and under-utilization of technologies

SOLUTION: Experience Matters

EMP seamlessly integrates people, processes, and technology through a single customer portal that offers visibility and control over the entire customer journey. Through meaningful insights, proactive alerting, self-service capabilities, and access to the 24/7 customer success center, NWN Carousel shifts the traditional technology-centric service delivery paradigm to an experience-centric paradigm that focuses on delivering exceptional experiences for both customers and employees.

NWN Carousel's Experience Management Platform (EMP) empowers organizations to transform their workplace intelligently, providing the necessary support, consolidated operations, and positive user experience required for successful business evolution in a rapidly changing technological landscape.

EMP Support	EMP Operate	EMP Lifecycle
<p>Feature / Functionality:</p> <ul style="list-style-type: none"> • Access – Secure remote access between the customer and NWN Carousel Service Center. • Awareness – Availability and capacity monitoring of infrastructure, clouds, apps, and endpoints. • Action – Our highly skilled and certified engineers act fast to resolve outages quickly to reduce downtime. 	<p>Feature / Functionality:</p> <ul style="list-style-type: none"> • Analyze – Insights into the health of your IT to reveal potential pitfalls early. • Assure – Proactive software release management and patching to ensure apps and infrastructure are up-to-date and secure. • Administrate – Day-to-day administration of systems and user changes. 	<p>Feature / Functionality:</p> <ul style="list-style-type: none"> • Advise – Our CEM and TEM review service performance to make recommendations on how to improve business outcomes. • Adapt – Custom Integrations and Analytics. • Adoption – Get the most out of your cloud communications applications through adoption advisory services.
<p>How It Works:</p> <p>Monitoring and maintenance services to proactively watch the environment and resolve issues</p>	<p>How It Works:</p> <p>Proactive management to maintain the environment and maximize efficiency</p>	<p>How It Works:</p> <p>Expertise and technology to transform the customer and employee experience and deliver business value and outcomes</p>
<p>Why customers need it:</p> <ul style="list-style-type: none"> • Focus internal resources on higher value activities • Not staffed for 7x24 support 	<p>Why customers need it:</p> <ul style="list-style-type: none"> • Inconsistent process across technologies and teams • Cost of systems and tools to manage changing technologies 	<p>Why customers need it:</p> <ul style="list-style-type: none"> • Complexity of cloud migration and hybrid work – “technology sprawl” • Challenges attracting and retaining talent
<p>Benefits of EMP:</p> <ul style="list-style-type: none"> • Predictable cost – We deliver reliable outcomes at a consistent cost. • Reduce risk – We support thousands of customers and consistently attain an industry-leading NPS through customer-focused EMP operations. 	<p>Benefits of EMP:</p> <ul style="list-style-type: none"> • Improve efficiency – We enable reduced operating costs and less load on your team through automated processes and workflows • Reduce risk – We have made significant investment in systems and tools to optimize operations across technologies 	<p>Benefits of EMP:</p> <ul style="list-style-type: none"> • Transform experience – We enable exceptional experiences across offerings and platforms via integrated systems that automate operations, collect data on sentiment and experience, derive insights, and drive proactive actions. • Predictable cost – Leverage industry leading talent with perspective across customers & technologies without cost to recruit, train and retain.

Get Started Today

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 its 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. For more information visit www.nwncarousel.com

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