

Advanced Technology Solutions

from NWN Carousel

Rapidly changing technology — combined with the evolution of how people are choosing to work — requires IT to provide companies with agility to easily innovate and still achieve business goals. As the leading integrated cloud communications service provider, NWN Carousel enables organizations to fully realize the benefits of digital transformation with scalable infrastructures and flexible consumption models.

NWN Carousel delivers the right mix of enterprise-class network, carrier, and cloud solutions ensuring successful adoption and providing committed service levels to transform the enterprise for the cloud-connected, work-from-everywhere world.

NWN CAROUSEL ADVANCED TECHNOLOGY SERVICES: An integrated, secure, and consistent connectivity experience

A major component of the work-from-everywhere experience is cloud connected communications and technology. Infrastructure applications are the foundation of your business; they drive productivity, influence customer experience, and protect brand reputation. The 'Work-from-Everywhere' approach to the hybrid work model has created a new normal requiring modern controls to manage who, what, and how the network is accessed. The model in 2021 and beyond is "digital first, remote first," according to Gartner's report.

That's why NWN Carousel's **Advanced Technology Solutions (ATS)** are 'Secured by Design.' Customers can leverage network and security experts to design Zero Trust networking models and start a Secure Access Services Edge (SASE) journey. NWN Carousel's ATS solutions provide clients with reliable network connectivity across wired and wireless networks and also extends to remote and cloud network access. ATS solutions are bundled with resilient carrier connectivity to ensure the solution meets your business continuity requirements.

NWN Carousel takes a structured approach to helping architect an intelligent infrastructure that includes:

- **Assess and design services:** Experts assess your current state in order to design wired and wireless LAN, WAN, and hybrid cloud solutions that minimize business disruption and create the optimal end-user connectivity experience.
- **Deployment services:** Implementation teams use proven methodologies to deploy integrated architectures quickly and securely, providing you with the necessary control and end-to-end visibility.

Improve Operational Efficiency with the NWN Carousel Experience Management Platform

The modern, work-from-everywhere enterprise needs more than the right cloud communications solutions. They need a way to measure the value of those tools and gain visibility across them.

The NWN Experience Management Platform (EMP) delivers a unified view into your entire cloud communications infrastructure. Offering advanced analytics, reporting, a customer success center, and proactive alerting, NWN's EMP gives your IT team the ultimate visibility and control.

NWN EXPERIENCE MANAGEMENT PLATFORM

The Experience Management Platform integrates with NWN's powerful cloud communications services, including:



DEVICES

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



UNIFIED COMMUNICATIONS

Ensures enterprise-grade collaboration and communication between employees, customers and partners with integrated tools and applications



CONTACT CENTER

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



SECURITY

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



ADVANCED TECHNOLOGY SOLUTIONS

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



VISUAL COLLABORATION

Next generation collaboration spaces and enhanced digital signage for improved conferencing capabilities and information distribution.

- **Monitor and Operate:** NWN Carousel brings 25+ years of expertise in managing infrastructures to help organizations be operationally agile. Technology adoption and lifecycle management services are included to ensure investments are optimized and costs are predictable. ATS, when coupled with NWN Carousel's Experience Management Platform (EMP), offers insights through real-time monitoring, reporting, ticketing, and service-level dashboards that turn data into intelligent analytics.

NWN Carousel's ATS connects any environment, any public cloud, and any infrastructure, empowering organizations to maximize the value of technology investments.

CHALLENGE:

Connectivity and Employee Productivity Impact Profitability

Whether it's a customer that needs access to a mission-critical application, or a work-from-anywhere employee, connectivity is no longer a 'set it and forget it' experience for the IT team. Under-resourced teams have trouble supporting the 24/7 demands with committed service levels. Coupled with that, aging technology and infrastructure can challenge the business to meet the cloud connectivity and communication expectations of the end-users.

- **Poor connectivity:** Inconsistent or poor experience with business critical applications for hybrid employees, hybrid-remote employees or remote employees may lead to workplace dissatisfaction. With multiple devices competing for bandwidth, it can be difficult to maintain continuity for critical applications and services.
- **Limited management visibility:** Dynamic requirements, non-integrated tools, a lack of analytics and inefficient use of resources impact many organizations' infrastructure deployments. A lack of visibility makes elasticity and agility nearly impossible.
- **Cost:** Many organizations are paying for capacity they don't need, or may be struggling with difficult lifecycle management and unpredictable expenditures. Day-to-day operations teams are forced to focus on putting out fires instead, leading to underutilization of talented resources.

TRANSFORM THE CUSTOMER EXPERIENCE WITH NWN CAROUSEL'S EXPERIENCE MANAGEMENT PLATFORM

- **End-user productivity:** Wireless coverage guarantee based on active site survey for consistent user experience anywhere, anytime. Office-in-a-box empowers work-from-everywhere with a seamless, standardized solution for the future of work workplace models.
- **Application availability and performance:** Deliver a reliable, resilient and scalable infrastructure to enable "always-on" application availability that grows with your organization.
- **Data-driven insights to provide Business Intelligence:** Gain visibility into monitoring and reporting, as well as service levels with NWN Experience Management Platform.

IMPROVE OPERATIONAL EFFICIENCY AND COST

Measure your infrastructure performance and gain access to a team of experts to support your organization.

- **Automated workflows and custom integrations:** Deploy integrated solutions with streamlined operations to align technology with business outcomes.
- **Technical Expertise through our people:** Maximize ROI and protect TCO, partner with a single vendor that understands your critical business initiatives. Reallocate resources to focus on innovation and strategic initiatives that drive business growth.
- **On-time and on-budget:** Comprehensive project planning, flexible financial models, lifecycle management and adoption services ensure costs remain predictable and budgets stay on track.

CUSTOMIZE YOUR ATS SOLUTION

ESSENTIALS	CORE	COMPLETE
Set up a modern infrastructure, so IT can maintain the health of the environment	Gain an experienced partner to manage a modern infrastructure, so IT can focus on business outcomes	Ensure complete visibility and reliability for mission-critical applications and multiple locations
<ul style="list-style-type: none"> • Technology & Licensing • Envisioning & Assessment Services • Design & Implementation Services • Domain & Directory Services • Monitor & Operate 	Everything in Essentials plus: <ul style="list-style-type: none"> • Everything in Essentials plus: • Centralized Administration & Control • Health check • Carrier Connectivity • Technology Lifecycle & Adoption Services • Insights & Analytics 	Everything in Essentials & Core plus: <ul style="list-style-type: none"> • Wireless Coverage Guarantee • Software Defined Integrations • Advanced Security Integrations • Advanced Analytics

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 **ATS** solution

