

Transforming Your Employee & Customer Experience for the Hybrid Work Era

with Avaya + NWN Carousel

NWN Carousel's Integrated Cloud Communications Offerings Powered by Avaya

Creating a frictionless hybrid work experience for NWN Carousel's customers is our top priority. Into 2023, integrating many services, vendors, and equipment, such as devices and networks, while delivering a seamless work-from-anywhere experience is getting increasingly challenging for IT professionals and CIOs.

NWN Carousel delivers cloud services to North America's 5,000 largest organizations with our award-winning Cloud Communications Service Offerings that enable flexible, efficient, and secure work-from-anywhere experiences for users – from the office, to the device, to the business communication apps, and the network – all delivered as a cloud service and managed through our Experience Management Platform (EMP).

LEVEL UP YOUR WORKFORCE EXPERIENCE WITH TWO MARKET LEADERS

Together with Avaya, NWN Carousel offers flexible, secure and innovative unified communications and contact center solutions through our Diamond partnership.

We design solutions that put the hybrid worker first. Modern organizations require collaboration between geographically dispersed teams in multiple time zones. Every organization seeks stronger employee engagement and richer customer experiences to attain greater productivity and agility.

“The future of work is hybrid and it falls on the tech community to empower workers to work from anywhere. We are proud of the strong relationship we have forged with Avaya and together we are delivering solutions to businesses that will enable generations of workers to work from anywhere and at any time.”

Jim Sullivan, NWN Carousel CEO

The Experience Management Platform integrates NWN Carousel's Powerful Cloud Communications Services



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

THE NWN CAROUSEL + AVAYA ADVANTAGE

300+

Number of Avaya Certifications

2ND

Largest NAM Business Partner

Diamond

Level Highest Achievement

Multi-Year

Partner of the year

Partner Certifications

- Avaya OneCloud UCaaS Sales
- Team Engagement Solutions Calling Design
- Customer Engagement Solutions
- Contact Center Design
- Midmarket Solutions
- Contact Center Solutions for IP Office
- Midsized Solutions
- Midmarket Solutions
- Midsize Solution Design

Benefits of a NWN Carousel + Avaya Partnership

- **Greater engagement** empowering your workforce and customers with flexible and persistent collaboration.
- **Streamlined implementation** allowing you to take advantage of a communications platform and implementation methodology that enables faster deployment, provides access to rich features, and increases adoption.
- **Secure work environments** that protect vital information with security solutions designed to enable your work from anywhere capabilities.