

NWN Carousel Integrated Cloud Communications Offerings

Powered by Avaya for State and Local Government

Creating a frictionless hybrid work experience for NWN Carousel's public sector customers is our top priority.

As a **Diamond Avaya Partner**, NWN Carousel has broad experience helping state agencies, and their IT teams, design and deploy a range of Avaya platforms, including contact center, UC&C, networking, and cloud solutions. Our team has built its expertise over decades, integrating multiple vendors across disparate systems and within complex technology infrastructures.

DISTINCT AVAYA PARTNERSHIP FOR THE PUBLIC SECTOR

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

We are one of Avaya's largest partners in the world, managing over 3.5 million voice ports. We've implemented more than 3,000 IP Office systems and we uniquely understand the capabilities and enablers of Avaya in the State and Local Government Sector.

"The future of work is hybrid and it falls on the tech community to empower State and Local government with the digital tools necessary to provide mission critical public services."

"We are proud of the strong relationship we have forged with Avaya and together we are delivering solutions that will enable generations of workers to work from anywhere and at any time."

JIM SULLIVAN, CEO, NWN CAROUSEL

"NWN Carousel provides us with excellent solution architecture, project management and engineering services for a successful IT deployments of enterprise voice and data infrastructure."

MANAGER, STATE & LOCAL GOVERNMENT

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-anywhere 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

Our all-inclusive offering bundles include Avaya software + hardware + adoption services with an NWN Carousel-backed SLA. We design flexible solutions (cloud, on-prem & hybrid!) to meet organizational needs. With these solutions, your business can benefit from dynamic workplace environments that connect your teams and stakeholders.



Deep Expertise Serving State
and Local Government



300+ Avaya
Certifications



Second 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.