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

EMP provides unified management and visibility from on-premise to cloud

Pressures on organizations are increasing as businesses navigate new technology strategies necessary to support hybrid work. Some of the demands include migration to the cloud, managing increasing technology complexity, increased cost of support, and attracting, hiring, and retaining the right talent.

It's critical for organizations to keep up with these changes to remain competitive and provide the best possible experience for their employees and customers.

These challenges can be addressed through effective technology management strategies and tools such as cloud-based management platforms, performance monitoring, proactive management, and Insights and analytics that enable organizations to move from a reactive state to transformation that drives business outcomes.
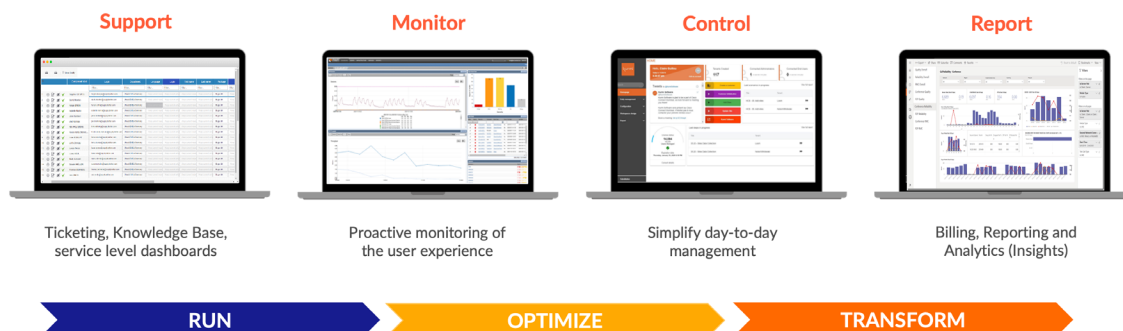
NWN Carousel's Experience Management Platform (EMP) unifies the people, processes, and technology required to operate, optimize, and transform your cloud, and on-prem, ecosystems.

EMP provides a range of features and capabilities to help manage and support hybrid work:

- **A unified view** of all systems and devices

- **Monitoring and management** of devices and systems and user experience

- **Support** for a range of Unified Communications and Collaboration tools to help remote employees stay connected

- **Security and compliance features** to ensure that all access to company resources is secure

- **Integration** with popular cloud-based productivity and collaboration platforms

- **Enhanced analytics capabilities**, allowing organizations to gain insights into their IT systems

Experience Management Platform

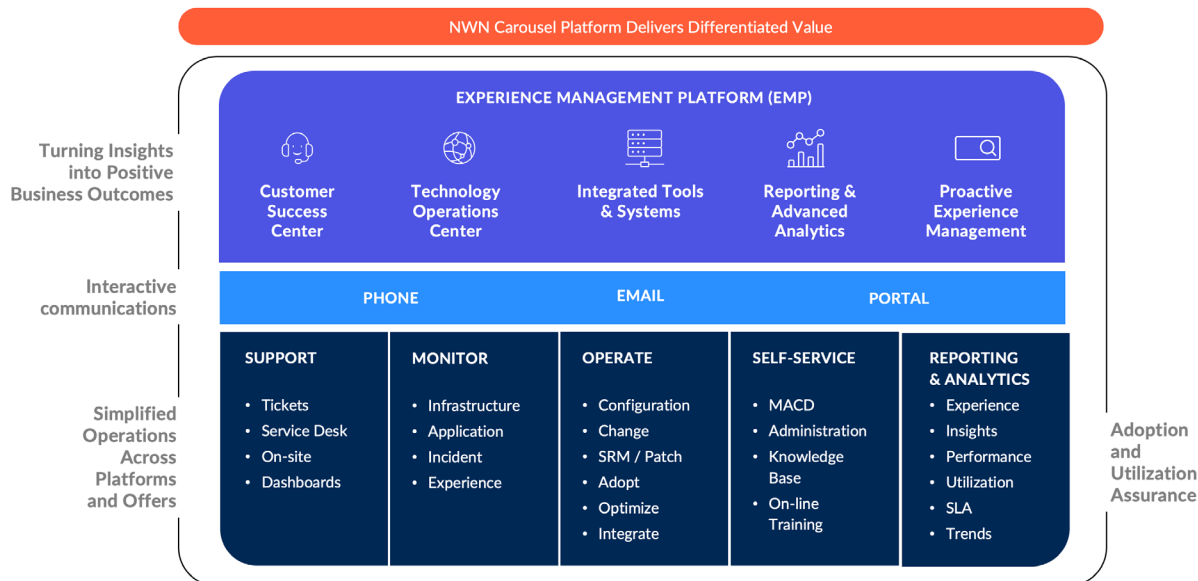### A modern way to streamline provisioning, day-to-day administration, ongoing operations and enhanced analytics all from ONE PLACE

Support	Monitor	Control	Report
Ticketing, Knowledge Base, service level dashboards	Proactive monitoring of the user experience	Simplify day-to-day management	Billing, Reporting and Analytics (Insights)

RUN → OPTIMIZE → TRANSFORM

EMP **Support**	EMP **Operate**	EMP **Lifecycle**
Feature / Functionality: • Infrastructure Monitoring • Remote Technical Support • Performance Visibility & Reporting	**Feature / Functionality:** • Proactive Management • Insights & Analytics • On-sight Support (Optional)	**Feature / Functionality:** • Optimization Services • Adoption & Lifecycle Consulting • Custom Integrations & Analytics
How It Works: Monitoring and maintenance services to proactively watch the environment and resolve issues	**How It Works:** Proactive management to maintain the environment and maximize efficiency	**How It Works:** Expertise and technology to transform the customer and employee experience and deliver business value and outcomes
Why customers need it: • Focus internal resources on higher value activities • Not staffed for 7x24 support	**Why customers need it:** • Inconsistent process across technologies and teams • Cost of systems and tools to manage changing technologies	**Why customers need it:** • Complexity of cloud migration and hybrid work – "technology sprawl" • Challenges attracting and retaining talent
Benefits of EMP: • **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.	**Benefits of EMP:** • **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	**Benefits of EMP:** • **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.

Experience Management Platform Fills a Critical Market Gap to Accelerate Cloud Communications Adoption

NWN Carousel Platform Delivers Differentiated Value

EXPERIENCE MANAGEMENT PLATFORM (EMP)

Turning Insights into Positive Business Outcomes

| Customer Success Center | Technology Operations Center | Integrated Tools & Systems | Reporting & Advanced Analytics | Proactive Experience Management |

Interactive communications

| PHONE | EMAIL | PORTAL |

Simplified Operations Across Platforms and Offers

Adoption and Utilization Assurance

SUPPORT	**MONITOR**	**OPERATE**	**SELF-SERVICE**	**REPORTING & ANALYTICS**
• Tickets • Service Desk • On-site • Dashboards	• Infrastructure • Application • Incident • Experience	• Configuration • Change • SRM / Patch • Adopt • Optimize • Integrate	• MACD • Administration • Knowledge Base • On-line Training	• Experience • Insights • Performance • Utilization • SLA • Trends

Get Started Today

NWN Carousel is a leading Cloud Communications Service Provider (CCSP) focused on transforming the customer and employee hybrid work experience for commercial, enterprise and public sector organizations. With over 5,000 customers throughout the U.S., NWN Carousel provides integrated unified communications, security, contact center, managed devices, connectivity, and advanced technology solutions—all powered by the Experience Management Platform (EMP).

SPEAK TO AN EMP EXPERT   **Learn More**

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