

Visual Collaboration & Workspace Solutions

Supporting the future of work

With the shift to a flexible work environment, the way people share, connect, and drive productivity continues to evolve, making it more important than ever for businesses to provide next-gen communication tools to employees. NWN Carousel offers deep expertise to design, integrate, and support compelling and affordable Visual Collaboration & Workspace solutions for your flexible workplace needs. Including Integrated Unified Communications meeting rooms, video/web conferencing, video wall display systems, space management, and digital signage to ensure you are prepared to thrive in the new future of work model.

Challenge

Managing visual collaboration in the flexible workplace is easier said than done. Outdated, Poorly Designed, and Unsupported Visual Collaboration Solutions lead to Productivity Loss, Increased Costs, and Reduced Employee Satisfaction.

- Remote work is disconnecting employees from peers and customers.** As flexible work becomes the norm, organizations are realizing their current Visual Collaboration & Workspace solutions are lacking. Without a fully integrated flexible workplace, employees who don't have the tools to stay connected with peers and meet their customers' needs will experience frustration and a loss of effectiveness. Not taking any action will ultimately lead to both employee and customer attrition.
- Many Visual Collaboration Tools are hard to use.** Organizations have adopted multiple platforms that are hard to use, integrate, and support across in-office, flexible, and remote teams. This leads to less productive meetings, operational inefficiencies, and decreased employee and customer satisfaction.
- Lack of employee inclusiveness in a flexible work model.** Flexible work trends also prompted a focus on inclusivity. Ensuring that remote and in-office employees have equal access to tooling, opportunities, resources, and information needs to be a priority for all organizations.

Transform the Customer Experience

Employees spend more than 80% of their time collaborating, which underscores the need for easily accessible solutions that enable greater productivity. These solutions also need to support enhanced customer engagement and satisfaction to drive toward stronger customer relationships.

NWN Carousel architects comprehensive Visual Collaboration & Workspace solutions that reimagine the digital workplace. Having the expertise to design, implement, consolidate, and

"It wasn't until the pandemic hit that, that's when we went into the deep end and came up with some standards and partnered with NWN Carousel to where we can be agile in our conference and huddle rooms,"

—MATT PARKER, MGM INTERNATIONAL RESORTS

Flexible Work Optimization with 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.



DEVICES

Improves employee uptime and ensures competitive readiness



UNIFIED COMMUNICATIONS

Supports multiple work styles, devices, applications, and platforms while delivering a superior Total Experience (TX)



CONTACT CENTER

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



SECURITY

Protects communications across your architecture and ensures compliance with security best practices and regulations



INTELLIGENT INFRASTRUCTURE

Powers a global workforce with always-on connectivity



VISUAL COLLABORATION

Next generation collaboration spaces and enhanced video communications for improved conferencing capabilities.

manage complete end-to-end Visual Collaboration & Workspaces, NWN Carousel provides customers with increased scalability, employee productivity, and satisfaction.

Leveraging years of experience and battle-tested processes, procedures, and methodologies, NWN Carousel streamlines the implementation and lifecycle management of Visual Collaboration & Workspace solutions, reducing complexity and enabling customers to adapt and adopt a flexible modern workplace.

Improve Operational Efficiency and Productivity With Predictable Costs

There are a myriad of challenges with a long-term hybrid work solution. These included large unplanned capital outlays, hastily implemented Visual Collaboration & Workspace solutions, negative impacts on employee productivity and morale, and reductions in customer satisfaction. Attempting to address all these issues has been an uphill battle for many companies.

NWN Carousel's Visual Collaboration & Workspace solution has been implemented in organizations across a variety of industries, including Healthcare, Financial Services, Public Sector, Education and Manufacturing. NWN Carousel's expertise lies in not only deploying new solutions, but in integrating existing solutions to maximize existing investments, speed up time to market, and ease adoption. In addition, the solutions are designed with an eye for operational efficiency and ease of support.

Manage Business Risk and Minimize Disruption

The rapidly changing flexible work environment has introduced unexpected challenges to many companies and rendered legacy Visual Collaboration & Workspace solutions largely ineffective. Resolving this situation in a standardized way, while minimizing business risk and disruption – both today and in the future – has proven difficult for many companies. NWN Carousel's Visual Collaboration & Workspace solution.

Get Started

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 their 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.

Learn More from a VCW Customer



Reach out to start building your Visual Collaboration and Workspaces solution

Learn More

NWN Carousel Enables the Full Customer Journey

Customers expect a consistent Experience throughout their cloud communications Journey.

