

Intelligent Infrastructure Solutions

Reliable network connectivity across wired and wireless networks while extending to remote and cloud network access.

With NWN Carousel's Intelligent Infrastructure Solutions, we deliver the right mix of enterprise-class network, carrier, storage, compute, and cloud solutions ensuring successful adoption and providing committed service levels to transform the enterprise for the cloud-connected, work-from-everywhere world.

Infrastructure and applications are the foundation of business; they drive productivity, influence customer experience, and protect brand reputation. The "Work-from-Everywhere" approach to modern work has created a new normal requiring control to manage who, what, and how the network is accessed and optimize productivity by enabling flexible workstyles.

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 IT to meet the business where it is on its cloud journey and support the flexible 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. Additionally, return-to-office initiatives are met with performance obstacles as employees have become accustomed to new workstyles that existing office networks can't support.
- **Secure connectivity:** A combination of an increase in insurance and compliance requirements, more and more workloads delivered via cloud as well as a move to remote working locations has made securing network access more challenging.
- **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 the 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

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.

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.
- **Secure connectivity** with network access to the correct resources for the correct user groups.

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 optimize 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, and managed services ensure costs remain predictable and budgets stay on track.
- **Standardized, remote worker infrastructure kits:** Our pre-packaged At-Home Essentials Kit for Super/Power/Standard Users.

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 an Intelligent Infrastructure Solutions



Reach out to start building your Infrastructure solution

Learn More

NWN Carousel Enables the Full Customer Journey

Customers expect a consistent Experience throughout their cloud communications Journey.

