

# Devices

Comprehensive endpoint & end-user management

## Tedious Support Cycles for End-User Devices

Organizations need secure, high-performing devices with timely support to enable a productive environment for their workforces. However, keeping up with deployment, maintenance and support involves mundane tasks and long hours from support staff who are often needed elsewhere. In addition, endpoints are vulnerable targets for cyber threats and security breaches. Organizations of all sizes have challenges with managing their devices effectively.

## Challenge

The way people work has changed, with end-users working outside of traditional office and IT infrastructure. The newly distributed workforce is placing increasing strain on already stretched IT staff to maintain health and productivity of endpoints and provide prompt, quality remote support.

## Modernize Delivery, Management, and Support for End-User Devices

NWN Carousel's Devices offering enables customers with a comprehensive lifecycle management solution for endpoints. NWN Carousel partners with customers to provide device and peripheral deployment, management, and support services to enhance their experience and enable our customer's IT staff to focus on strategic initiatives. NWN Carousel has deep experience in migrating the customer's device fleet into a best-practices-led lifecycle management model integrated with end-user support services.

## Transform the Customer Experience

PC deployment and help desk support are traditionally provided by local IT staff utilizing on-prem applications and legacy manual processes on local networks. NWN Carousel helps customers transform their experience by designing and implementing a modern device management environment utilizing automated processes with cloud-based tools.

**70%** *of global information workers say they don't know how to get the technology support they need to be productive.*

**45%** *of IT issues are never even reported by employees.*

**79%** *of workers expect employers to provide equipment not only at the office desk but also for the use at other working locations.*

## 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.

NWN Carousel acts as an extension of your team by assuming the burden of day-to-day device lifecycle management and 24x7 end-user support. Launch new devices and peripherals into your organization on your schedule and ensure users have secure access to corporate applications and data anywhere. Your team will also gain real-time insights into service delivery with EMP.

### Improve operational efficiency and productivity with Predictable Costs

NWN Carousel Device Offering integrates and maintains enterprise grade cloud-based tools to secure and manage your device fleet and provide end-user support. EMP provides omni-channel support options with an integrated ticketing system, for turnkey lifecycle management or your desired level of co-management.

NWN Carousel's Devices offering:

- **Cloud-based management tools** to enable modern management.
- **Remotely configuring** and delivering secure endpoints.
- **Maintain employee up-time** and productivity with 24x7x365 remote support.
- **Real-time visibility** into health and performance.
- **Predictable cost** with upfront setup charge plus ongoing annual support.
- **Recurring service payment** with DaaS subscription for monthly/annual costs.
- **Price for new device deployment** and ongoing management and support.

### Manage Business Risk and Minimize Disruption

Endpoints (both corporate owned and personal) are the primary target of phishing, malware and other cyberattacks. They must be protected to secure access to corporate

applications and data. NWN Carousel Devices Offering provides built in zero-trust security solutions. NWN Carousel's Devices Offering provides PCs with hardened BIOS and Intel vPro™ to enable secure remote support along with setup, maintenance, configurations, and security policies including drive encryption and endpoint patching. Ensuring security policy settings and patching compliance mitigates the risk and disruption of cyber threats, and their corresponding financial and reputational impact on your business.

### 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 DaaS Customer



Reach out to start building your Devices solution

Learn More

## NWN Carousel Enables the Full Customer Journey

Customers expect a consistent Experience throughout their cloud communications Journey.

