

NWN Carousel Delivers Unified Communications to Texas Public Sector

In Texas and throughout the country, the pandemic has forced public agencies to rethink their approach to hybrid work. As the leading Cloud Communications Service Provider (CCSP), NWN Carousel enables state and local governments to fully realize the benefits of work from anywhere.

Our newly awarded Texas statewide contract **Unified Communications and Contact Center Services: DIR-TELE-CTSA-014** will deliver modern, integrated and secure communication services to the residents of Texas in the following categories:

- Carrier Class Services
- Telecom Managed Services
- Wireless Services

Under the terms of DIR-TELE-CTSA-014, NWN Carousel will:

- **Connect** remote workers with unified communications for maximum productivity
- **Transform** hybrid workforce with IT support, networks and devices
- **Enable** omnichannel support with AI-powered, integrated cloud contact center solutions
- **Simplify** operations and gain deeper insights with analytics
- **Adoption and Change Management** is a critical component of any successful Cloud Communications migration. NWN Carousel's people-centric approach reduces implementation risk to ensure outcomes. More importantly we help transform how employees think about collaboration productivity tools and accelerate the value it provides to their day-to-day job functions.



Benefits of Working with NWN Carousel — A Leading Cloud Communications Service Provider in the Public Sector



As a federally regulated Cloud Communications Service Provider, we have an advantage over legacy VARs and Telcos. We holistically evaluate our customers business and technology needs



Our national contracts are easy to use; providing rapid, consistent delivery at a competitive price



Consultative advice throughout contract pricing, ARPA funding and grant application process



Vast technical expertise to simplify the complexity of technology and to deliver real-time, real-world solutions

NWN Carousel + Texas DIR Established Contracts

For integrated cloud communications services

- DIR-TSO-4192
- DIR-TSO-4257
- DIR-TSO-3909
- DIR-TSO-4513

IMPROVE OPERATIONAL EFFICIENCY WITH OUR EXPERIENCE MANAGEMENT PLATFORM

NWN Carousel's **Experience Management Platform (EMP)** delivers a unified view into your entire work-from-anywhere environment. Offering advanced analytics, reporting, a customer success center, and proactive security features, EMP provides Public Sector IT teams ultimate visibility and control.

KEY NWN CAROUSEL SLED CLIENTS

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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-everywhere and global customers with always-on connectivity



VISUAL COLLABORATION

Next generation collaboration spaces and enhanced digital signage for improved conferencing capabilities and information distribution.