

# NWN Carousel's Modern Work Assessment

This assessment is designed for anyone — whether you're an executive or a professional in IT, HR or Operations — to quickly reveal where your organization falls on the Modern Workplace maturity model. Plus, gain insights and recommendations to start advancing along the path to solving key challenges in unifying the digital and physical workplace.

As organizations adapt to the modern workplace, their IT requirements are dramatically changing to support a tech-enabled customer and employee experience. To accelerate growth and operational efficiency, organizations are demanding more from their technology partners through the adoption of integrated cloud technologies and services.

At NWN Carousel, we've been delivering our comprehensive portfolio of full lifecycle managed services and integrated offerings for over 5,000 leading organizations across North America, empowering them to thrive. Powered by our award-winning service delivery platform, the Experience Management Platform (EMP).

With a model of innovation and excellence, NWN Carousel has built a reputation for delivering transformative solutions. From next-generation Unified Communications to Intelligent Infrastructure, we've consistently pushed the boundaries of what's possible. Our expertise in AI-Enabled Cloud Contact Centers, Managed Devices, and Visual Collaboration and Workspaces has helped clients revolutionize customer service interactions, enhance team engagement, and optimize IT operations.

## Modern Work Assessment

NWN Carousel's Modern Work Assessment delivers an in-depth analysis of your present work environment and provides tailored recommendations for enabling a productive workforce. These insights empower you to implement the right tools, applications, and services to support secure and contemporary work styles.



### Discovery Workshop

Collaboration Session with a NWN Carousel Sales Account Manager



### Briefing Dialogue

Pain Points, Negative Consequences, Future State, and Positive Business Outcomes



### Output

High-level Roadmap



### Follow-up

Introduction to Technical Lead

## Modern Work Assessment

Our Assessment is designed to help organizations like yours optimize their IT infrastructure, enhance employee productivity, and improve customer satisfaction. This comprehensive assessment identifies areas of improvement and provides actionable recommendations to streamline operations, enhance security, and future-proof your organization.

This is a 1-hour session guided by an industry-specific Account Manager who has deep industry knowledge. This session serves as an excellent introduction, offering clear and practical insights into the business value and operational considerations necessary for a successful Modern Workplace transformation.

### Key Deliverables

**Assessment Discussion:** A detailed, data-driven analysis of your organization's IT infrastructure, highlighting areas of opportunity and recommending strategic improvements.

**Recommendations:** Actionable guidance on optimizing your IT operations, improving security, and enhancing employee productivity

**IT Strategy Alignment:** Alignment of your IT infrastructure with your organization's overall goals and objectives, ensuring seamless alignment of technology and business needs.

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*"I see NWN Carousel as an extension of our IT staff. I also see them as providing expertise that we don't have. We are not going to know everything about everything. There are experts at NWN that can help us because they also really understand our business, our needs, and our goals."*

**Nicole Coughlin CIO, The Town of Cary**

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**Public Sector** Let us help you exceed your agency goals. Navigating the unique challenging requirements of government work can be demanding. Our offerings in Unified Communications & Visual Collaboration, Device Management, Contact Center, Network Modernization, and Cybersecurity solutions, are designed to enhance your capacity to provide essential services.

**Public Safety** Mission Critical 9-1-1 Communications. More than 200 Public Safety Answering Point locations rely on us to deliver emergency services quickly, reliably, and professionally. Working with our NG9-1-1 system partners—and backed by our state-of-the-art NOC, we proactively solve problems before they emerge.

**Education K-12 & Higher Ed.** We're committed to providing affordable options to securely connect teachers, students, and faculty using innovative cloud technologies. Many learning institutions are eligible for state, local, and federal funding. We provide integrated data, voice, networking, devices, and security solutions tailored to fulfill your school's collaboration requirements.

**Enterprise** Today's modern worker expects adaptable and uninterrupted accessibility. Access the services, analytics, and support you need to elevate the customer and employee experience for frontline and knowledge workers.

**Healthcare & Life Sciences** Digital solutions for world-class healthcare. We deliver real-time connectivity, self-serve options, and seamless collaboration between healthcare providers and patients. Offering flexible care access while attracting and retaining top talent.

**Finance & Banking** Empowering financial institutions to deliver transformative outcomes. We have a rich legacy of providing IT advisory services for finance and banking enterprises. Our expertise lies in navigating the delicate balance between regulatory compliance and delivering modern digital solutions.

[Book a Modern Work Assessment](#)

NWN Carousel delivers AI-powered Managed Services for the modern workplace. Our expertise in cloud transformation, intelligent infrastructure, cybersecurity, managed devices, visual collaboration, and cloud communications, leverages 30+ years of engineering strategic outcomes for over 5000 organizations. Our proprietary Experience Management Platform (EMP) ensures seamless service delivery, real-time observability and improved uptime, efficiency, and experiences for our clients. We're a customer-obsessed team earning a 70+ Customer Net Promoter Score (NPS), and committed to a culture of innovation, integrity, and operational excellence. Our company has been recognized with hundreds of industry awards and are proud to be a 'Best Place to Work' with an 80+ Employee Net Promoter Score (eNPS). For more information visit: [www.nwncarousel.com](http://www.nwncarousel.com)