

Blending customer advisory, customer support, and customer experience, Carousel's supercharged Customer Success Obsessed mission goes beyond any one IT function. Rather, it is a mindset, a mantra, and a company-wide drive to bring extreme technology value to Carousel customers—so they can bring unmatched value to their own customer base.

With deep expertise across a vast portfolio of technologies, including managed services, cloud, security, unified communications and collaboration, data center, and networking solutions, Carousel can design, implement, and support solutions tailored to meet the unique needs of each customer. By offering professional and managed services with flexible deployments in the cloud, Carousel ensures customers achieve agility and use technologies in the way most effective for their business.

Always operating with a customer first mentality, just a sampling of benefits customers can expect when partnering with Carousel include:

- Improved security, compliance
- Flexible consumption models
- Maximum technology adoption, utilization, and value
- Dedicated Customer Success team
- Improved collaboration across regions for employees
- Decreased CapEx with a cloud-based solution
- Reduced costs for resources through collaboration technology
- Improved service to customers by offering omni-channel, collaborative technology

Carousel Clients & Partner Community



35+
Partners



6,000+
Clients



35
Of Fortune 100



1,300
Employees



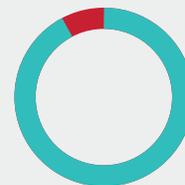
1992
Year Founded



1,000+
Technology Certifications



70+
Net Promoter Score



90+%
Customer Retention

The Carousel Advantage

Multi-Vendor Integrations



Reduce the complexity of multi-vendor deployments

Managed Services



A unique range of proactive and reactive services to drive out business inefficiencies

Long-Standing Partner Relationships



Alleviate the pain of talking to multiple vendors

Customer Success



Dedicated customer success team backed by industry leading success methodology

Unprecedented Service in an Unprecedented Time

In response to current events stemming from Covid-19, Carousel has supported hundreds of customers quickly and securely migrate organizations to a remote workforce, has enabled Video technology and remote monitoring for improved patient care, and safely and securely provided distanced learning solutions.

In the face of a constantly changing and evolving technology landscape, Carousel has always stayed one step ahead of the curve. Today, we are immersed in a shift from more traditional consumption models to recurring and annuity-based models; presenting opportunities for our customers and our organization to further maximize technology investments. As industry experts, Carousel guides clients through their IT transformation with a passion for helping each client become innovators in their respective markets. This “Customer Success Obsessed” focus is a pivotal component to Carousel’s business and has led to maintained industry leading NPS scores.



Carousel’s technology solutions help clients improve:



Customer service and experience



Collaboration with remote workers



Cloud migration



Vendor management



Cybersecurity