

# Managed Services

## Avaya Cloud Office

To maximize your ROI, you can rely on NWN Carousel's skilled voice engineering, and operations support staff, to administer and troubleshoot your voice end-user issues.

Organizations often struggle when migrating from premise-based voice systems to cloud Unified Communications as a Service. When you partner with NWN Carousel, you receive exceptional ongoing administration and management support.

NWN Carousel's Manage 365 – Enhanced Avaya Cloud Office offering provides cradle to grave turn-key support by monitoring and analyzing key performance indicators while providing ongoing service administration for all Avaya Cloud Office features.

### Why Partner with NWN Carousel

- Access to industry Avaya Cloud Office certified Support Engineers from our 24x7x365 Network Operations Center (NOC)
- Expertise in Cloud Services, Unified Communications & Collaboration, Contact Center, Data Center, Enterprise Networking, and Security
- Certified Avaya Cloud Office service integrator and reseller
- NIST-based framework for secure connectivity with Carousel's Service Delivery Platform



#### Service Desk

24x7x365 service desk is available to you to open and obtain status for service incidents, submit service requests for changes, and answer your service questions.



#### Availability and Performance Monitoring

Carousel's ITIL-based Service Delivery Platform continuously collects information from your Avaya Cloud Office Service, including end user voice quality and connectivity to maintain uptime and performance.



#### Incident Management

When a service impacting incident occurs with your Avaya Cloud Office, Carousel triages and remediates the incident to restore service against established Service Level Objectives, including support for your end-user handsets.



#### Avaya Cloud Office Administration

We make all changes related to your Avaya Cloud Office Service, whether it is adding / deleting users, managing auto-attendant, call queues, or other Avaya Cloud Office features.

NWN Carousel's managed services can help you overcome common challenges

#### Talent Shortage

- Rapid onboarding
- 650+ Engineers

#### Skills Deficiencies

- 24x7x365 Operations
- 1000+ Certifications

#### Incomplete Projects

- Delegate "Run" tasks
- Staff augmentation

#### Morale Issues

- Work/life balance
- Strategic Partner