

NWN Corporation

Integrating Best-in-Class Customer Engagement Technologies in a Hosted Model for Success and Simplicity

About NWN

NWN is a leading provider of technology-enabled services that support remote work and transform customer and employee experiences for commercial, enterprise, and public sector organizations through its solution-as-a-service platform. The firm provides a unified customer experience with the NWN Experience Management Portal and integrated offerings for unified communications, security, contact center, DaaS (device-as-a-service), connectivity, and advanced technology solutions.

NWN works with 1,300 commercial, enterprise, and public sector organizations throughout the U.S. Its Experience Management Portal provides a comprehensive and unified view of support, monitoring, reporting, and more.

NWN is unwavering in its commitment to its customers' success. NWN clients gain the resources and expertise of a large company, with the personal touch of a smaller company.

The firm's service and support offerings are tailored around the "as-a-service" model, with upfront assistance with migration, transitioning to ongoing support. Support personnel remain assigned to support the account throughout the customer lifetime.

Better Together: NWN and Verint

One of Verint's newest application service providers (ASP) partners, [NWN Corporation](#) has distinguished itself for excellence early on. The company was named SMB Partner of the Year by Verint® in 2020 for its commitment to offering Verint's full workforce engagement portfolio integrated into its contact center offerings.

Leveraging its secure, multi-tenant, hosted cloud environment as the foundation of its offering, NWN integrates best-in-class technologies to provide a comprehensive answer to addressing customer needs. Clients gain improved operational efficiencies, productivity, and management of business risk with a predictable cost model. The scalable architecture enables ease in adding new users, features, and locations quickly. NWN proactively manages and monitors the technology 24x7; this enables customers to focus on their business, as opposed to the IT to run their business.

NWN's team utilized its expertise in cloud, software, and services to launch new [Remote Worker and First Responder bundles](#) to support customers as they transitioned to a distributed work posture during the COVID-19 pandemic.

Verint Partner Case Study



Headquarters

Waltham, MA



Website

www.nwnit.com

VERINT®

“ When we evaluate requests for proposals for services, we are always looking to understand if we can meet the specified requirements. With Verint, the answer is always yes. ”

– Kevin Basden, Contact Center Offering Lead, NWN

Supporting Telecommunications Needs of the State of California (CALNET)

One customer that NWN supports is The California Department of Technology, through the CALNET Next Generation Data Networks and Communications Services (DNCS), the state’s multibillion-dollar telecommunication procurement program.

NWN hosts interactive voice response (IVR) and automatic call distributor (ACD) services. Hosted IVR/ACD is a fully managed offering that provides cloud-based unified communications and collaboration applications that are delivered within a highly secure, cloud-ready, virtualized platform under a centralized management system.

Why NWN Partners with Verint

“Now more than ever, customer engagement is the ultimate goal of every company,” said Kevin Basden, contact center offering lead, NWN. “If we put forward the best possible solution, they are going to have success. With Verint, we can have a tangible impact on customer experience and solve problems for our customers.

“When we evaluate Request for Proposals for services, we are always looking to understand if we can meet the requirements specified. With Verint, the answer is always yes,” said Basden.

“Our relationship with Verint is almost like family; we have very personal interactions. Our Verint contacts are very good about touching base with us proactively to make sure we have what we need to be successful.”



Learn more about **Verint Customer Engagement Solutions** at www.verint.com

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