New Offers Available From NACR Center of Excellence for Learning and Development

NACR Continues to Add Courses, Capabilities, and Flexibility for Customer Education and Training

EAGAN, Minn., April 12, 2011 /PRNewswire/ -- Solutions integration expert NACR has once again expanded the education and training offers available through the Center of Excellence for Learning and Development (COE) and its online training portal, the Learning Management System (LMS). The COE provides opportunities for customers to build their administrative, technical, and applications proficiency by leveraging NACR resources and expertise.

(Logo: http://photos.prnewswire.com/prnh/20070809/AQTH118LOGO)

As the largest Avaya channel partner worldwide, NACR (www.nacr.com) is the leading independent integrator of best-in-class communications, collaboration, and customer interaction solutions — delivering comprehensive sales, consultative, training, and technical support, as well as managed services and maintenance.

"At NACR, we continue to demonstrate our commitment to customer education by expanding our portfolio of courses and adding flexible options to make it easier for customers to take advantage of training," said Dan Gorski, Vice President of Learning and Development at NACR and head of the COE." For instance, when customers visit our online training portal, they will find details on all our scheduled courses through the end of the year and can also manage their own training curriculum with NACR."

Besides offering course paths across topics — such as Avaya Aura™ Communication Manager (AACM), Modular Messaging, or CMS — and for every skill level from beginner to advanced, the NACR COE offers customized training and can suitcase a selection of courses to meet specific requirements. If customers need a particular course that is not on the training schedule, Gorski encourages them to contact the COE team because a customized course may be a good option.

"In addition to providing training both on-site and at locations across the United States, we regularly add courses to our program based on customer feedback," said Gorski. "If you have unique requirements — or if you are unsure what courses are right for you or your staff — a COE team member is standing by to provide a free training consultation and help create the right course path to meet your needs."

New for 2011 is a Basic Vectoring course designed for experienced system administrators who know the features and day-to-day programming of Communication Manager and who want to learn how to implement vectors on the system. The two-day NACR course provides an instructor-led, hands-on learning experience with basic vectoring on the AACM platform; it also serves as the foundation for the Advanced Vectoring course.

In addition, customers will now use the LMS training portal to register for NACR's Tech Quarterly — free, hour-long webinars that the company offers each month, on a topic pertinent to the business communications industry. Customers can also use the LMS to opt-in to receive email notifications of new sessions added, including courses and archived Tech Quarterly webinars, as well as to receive the COE's free quarterly newsletter and other resources.

For more information, customers can visit the NACR Center of Excellence for Learning and Development online at www.nacr-learning.com. To request a free training consultation, customers can contact the center at **651-796-6680** or via email at COELD@nacr.com.

About NACR

With offices nationwide, industry award-winning NACR (Eagan, MN) is a certified Avaya Platinum Channel Partner, seven-time Avaya BusinessPartner of the Year, and the leading independent integrator of best-in-class communications, collaboration, and customer interaction solutions for businesses. Its highly trained and experienced team, with more than 500 industry-recognized certifications, delivers proven, scalable, cost-effective solutions tailored to a customer's end-to-end needs, from sales through ongoing support. Using sophisticated processes, advanced tools, and two high-tech Network Operations Centers (NOCs), NACR provides comprehensive monitoring and managed services for multivendor infrastructures. And to help customers keep pace with changing technology and business needs, the NACR Center of Excellence for Learning and Development provides training and educational opportunities. For more information, call **1-888-321-NACR** (6227) or visit **www.nacr.com** .

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