# NACR Launches Enhanced Website for Managed Services Support
**NACR Offers Customers Real-Time Access to Network Monitoring and Reporting**

EAGAN, Minn., Feb. 9, 2012 /PRNewswire/ -- Continuing its initiative to meet the growing need for managed services support, solutions integration expert NACR has enhanced the NACR Customer Center website to empower businesses in their efforts to more effectively manage their voice communications networks.

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

"NACR is committed to investing in managed services resources that help businesses maximize the value and performance of their communications networks," according to Bruce Johnson, Vice President of Managed Services Delivery for NACR. "Our enhanced web portal — the NACR Customer Center — provides customers with a real-time window into their voice environment and the tools to easily access, track, and manage their Maintenance and Managed Services relationship with NACR."

As one of the largest Avaya channel partners worldwide, NACR (www.nacr.com) is the leading independent integrator of best-in-class communications, collaboration, and customer interaction solutions — delivering comprehensive sales, consultation, training, and technical support, as well as managed services, maintenance, and repairs. The company works closely with Avaya and other technology innovators to integrate the latest hardware, software, and applications into end-to-end multivendor solutions for diverse markets.

The NACR Customer Center provides managed services customers with live access to detailed incident tracking and flexible reporting tools for:

- Viewing real-time voice network information, including site- and equipment-level details
- Creating trouble tickets and tracking their status (open/closed)
- Monitoring alarms and managing alerts
- Running reports with granular detail and precise incident categories

The NACR Customer Center also provides customers with links to the latest training videos and supplemental training guides, and details on the offers and options available to them through NACR Managed Services.

"Using the tool in the NACR Customer Center, our customers can more easily identify security risks and network vulnerabilities, as well as areas where voice resources can be used more efficiently — improving network performance and reliability," added Johnson.

NACR's comprehensive services portfolio provides one source for customizable and prepackaged managed solutions that support the evolving communications needs of today's businesses. The company's managed services proactively support complex communications infrastructures by leveraging a proven methodology, two high-tech Network Operations Centers (NOCs), expert tools, and the skills of highly trained, certified professionals in every region of the United States.

To learn more about the NACR services portfolio, contact your NACR representative or call the company at **1-888-321-NACR (6227)**.

**About NACR**
With offices nationwide, industry award-winning NACR (Eagan, MN) is a certified Avaya Platinum Channel Partner, eight-time Avaya Business Partner 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 600 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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