

NACR Wins Contract as Authorized Vendor in Delaware

Solution Integration Expert NACR Will Serve DE Public Sector

EAGAN, Minn., Oct. 3, 2012 /PRNewswire/ -- Successfully completing a detailed and rigorous proposal process, solution integration expert NACR is one of only four companies to be awarded a contract by the state of Delaware. Under the contract, eligible public sector entities can take advantage of pre-negotiated, competitive pricing when purchasing communications products and services from NACR.

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

As one of the largest Avaya channel partners worldwide, NACR is a 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.

"Public sector groups are under tremendous pressure to integrate new technology and improve service delivery while justifying every dollar they spend," according to Cordell Toson, Vice President of NACR's Eastern Region. "With this contract, it will be easy for eligible state, local, and educational organizations in Delaware to work with NACR to adopt the highest quality technology solutions at the best price."

Under its 5-year contract with Delaware, NACR will offer the full Avaya product line, as well as other vendor products and applications certified for integration with Avaya solutions, such as call recording from NICE. Customers can also take advantage of NACR implementation, maintenance, and managed services backed by resources including the company's state-of-the-art staging lab and high-tech network monitoring and management facilities.

"NACR will also provide support through targeted offers and events that will help to educate customers about how they can best utilize the latest technologies," Toson added. For example, the company will bring its 2012 Roadshow to Wilmington, DE, on October 9 — offering opportunities for customers to participate in interactive roundtables discussions with NACR experts on topics including SIP, social media in the contact center, and unified communications. (For details or to register, go to: <http://www.nacr.com/events/nacr-fifteen-city-roadshow/>)

NACR has a team of specialists who are highly trained and experienced in the State/Local Government and Education (SLE) industries, including knowledge of regulatory requirements such as JITC certification and Section 508 compliance. In addition, NACR is a corporate member of the National Association of State Technology Directors (NASTD), which promotes the use of technology in state government.

For more information about NACR solutions or the Delaware contract, customers can call their NACR representative or contact the company at **1-888-321-6227** or <http://www.nacr.com/company/contact-us>

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.

SOURCE NACR

For further information: Scott Sund, Vice President of Marketing, 1-800-431-1333 ext. 748-2502, ssund@nacr.com

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