

NACR Launches Managed Maintenance and Monitoring Support for Microsoft Lync

Technology Integration Expert Continues to Expand Its Multivendor Expertise and Support Capabilities Available through NACR Ovation Managed Services

EAGAN, Minn., Oct. 31, 2013 /PRNewswire/ -- Communications technology integration expert [NACR](#) is pleased to announce the launch of NACR Ovation Managed Services for Microsoft Lync, providing maintenance and monitoring of Lync-based voice and unified communications (UC) solutions. The new offer is part of NACR's UC integration practice and the multivendor support provided under the company's managed services portfolio.

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

NACR is a leading global integrator of best-in-class communications solutions and services, and a trusted advisor to more than 5,500 customers ranging from small businesses to *FORTUNE*® 100 and global enterprises. The company works closely with Microsoft and other technology innovators to integrate the latest hardware, software, applications, and services into end-to-end multivendor solutions for diverse markets.

As a Lync Certified Support Partner (LCSP), NACR holds the highest level of Microsoft Lync support accreditation, providing NACR engineers with direct access to level 3 and 4 Microsoft engineers. In addition, NACR is a designated U.S. Microsoft National Systems Integrator (NSI) with advanced gold competency in UC and silver competency in messaging. As an NSI partner, the company has invested significantly in Microsoft technical resources and plays a leadership role in developing and delivering next-generation solutions on the Microsoft platform.

"Unlike offers from other service providers, NACR Ovation Managed Services for Microsoft Lync comes with the added benefits of our years of multivendor voice experience and our in-depth understanding of how voice works in Microsoft and other environments," said Gerry Pearce, Vice President of Services Development for NACR. "In addition, our support enables customers to leverage the same portal and tools for monitoring Lync that they use to monitor their telecommunications infrastructure, to improve communication reliability, performance, and value."

The NACR UC integration team includes solution architects and service engineers holding more than 600 industry-recognized certifications from Microsoft, Avaya, Cisco, Extreme Networks, IBM, and other technology leaders. In addition, NACR has expanded its international support capabilities to include a Microsoft practice and is a founding member of the new Unified Comms Alliance (UCA), which will be the world's largest Microsoft Lync global alliance. Dedicated to planning, deploying, and maintaining sophisticated converged communication solutions worldwide, UCA members have years of experience working with Microsoft and associated technology partners, products, and services.

Currently supporting more than 2 million managed voice ports, NACR provides comprehensive monitoring and maintenance for multivendor platforms, including those utilizing both Microsoft and Avaya solutions. NACR services customers are also backed by three state-of-the-art Network Operations Centers (NOCs), ensuring 24x7x365 support even in the event of a localized disaster.

"On top of our existing consulting and professional services built around Lync, NACR Ovation Managed Services for Microsoft Lync is the logical next step as NACR continues to expand our portfolio of services for Lync and our best-of-breed, multivendor UC integration capabilities," said Pearce. "In addition to providing monitoring, escalation, and state-of-the-art NOC support for multivendor environments, as an NSI we have a direct line to the highest certified Lync experts at Microsoft — enabling our team to collaborate directly with Microsoft and resolve virtually any issue as quickly as possible."

NACR supports Lync 2013 and 2010, as well as Exchange 2013, 2010, and 2007, including the underlying infrastructure. In addition, NACR offers tiered levels of service based on a customer's needs, with benefits such as guaranteed response times, 24x7x365 proactive monitoring and alerting for UC systems, regular UC environment reviews with a senior solutions architect, and updates and Software Release Management (SRM) services.

To learn more, contact your NACR representative or call the company at **888.321.NACR** (6227).

About NACR

As a leading global integrator of business communications solutions and services since 1993, NACR has been a trusted advisor to more than 40% of the *Fortune* 100 companies, helping them use technology to enhance the collaboration, contact center, and data communication experience. We serve as a single source for consulting,

implementation, project management, training, maintenance, and managed services that improve productivity, efficiency, and customer service. With a team of over 800 customer-focused and certified employees, we have consistently been recognized by our partners, suppliers, and customers for excellence. For more information, visit: www.nacr.com

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