

NACR Will Be Featured at IAUG CONVERGE2014 Conference

Technology Integration Specialist Will Present Workshop on Avaya ESBC

EAGAN, Minn., March 18, 2014 /PRNewswire/ -- Technology solutions integration expert NACR (www.nacr.com) will be an exhibitor and presenter at the 2014 conference of the International Avaya Users Group (IAUG), April 27 to May 1 at the [Gaylord Texan Resort and Convention Center](#) in Dallas, TX. IAUG CONVERGE2014 will provide Avaya users with access to industry leadership, IT experts, peer networking, more than 200 content-rich educational sessions, and partners from across the telecom spectrum, exhibiting the latest technologies.

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

NACR will be at IAUG CONVERGE2014 to help customers learn how to evolve their networks for maximum return on investment. "Each year, NACR participates in IAUG events to connect with Avaya users and demonstrate how we can help them achieve communications prowess and the best ROI," according to John F. Lyons, President and CEO of NACR. "This year, we are excited to talk about our continued leadership in the contact center and our multivendor expertise that enables customers to deploy the latest technology while leveraging their existing investments."

In addition, NACR will present the workshop, "Avaya ESBC Bootcamp," on Sunday, April 27, from 8 a.m. to 12 noon. "It is a tremendous honor to be invited by the IAUG to present a workshop on the important topic of enterprise-class security for SIP trunks," according to Dan Gorski, Vice President of the [NACR Center of Excellence \(COE\) for Learning and Development](#). "It is a measure of the IAUG's confidence in not only our knowledge of the topic, but also our skills in providing training for customers, as demonstrated in NACR's popular COE course offerings."

"Avaya ESBC Bootcamp" will be presented by Dwight Reifsnnyder, an NACR Convergence Systems Engineer who has worked with converged voice and data networks since the first Avaya VoIP implementation in 2001. In addition to being a mentor at NACR and a presenter at IAUG, Reifsnnyder is a course developer and trainer for the NACR COE, which is in the process of creating an Avaya SBC class. The new course is expected to be available for registration on the NACR Learning Management System (www.nacr-coelearning.com) in the spring.

In the meantime, the NACR workshop at IAUG will provide an in-depth look at the Avaya Enterprise-class Session Border Controller (ESBC) product along with hands-on installation and maintenance training. No previous SBC experience is required, and the workshop will include information relevant to both novice and advanced users. Conference attendees can learn how to register for the workshop online: <http://www.iaug.org/p/cm/ld/fid=388>

Visitors to the NACR booth (#801) can meet with company executives, sales associates, and technical specialists who design, install, and maintain the Avaya product line. Additionally, NACR experts will be featured presenters in breakout sessions throughout the conference, speaking on topics including "Contact Center Compliance," "Successful Deployment of a Self-Service Application in the Healthcare Space," "Evolving a Self-Service Strategy into Application Deployment Success," "Implementing Elite Multichannel in a Small Contact Center," and "Express Yourself — Business Partner Leadership Engagement Experience."

NACR will offer free giveaways to registered attendees who visit Booth 801 during the conference. IAUG members who plan to attend are encouraged to preregister at www.iaug.org and to contact their NACR National Account Manager (NAM) to arrange a consultative meeting at the event.

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 900 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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