

NACR Launches New Monthly Webinar Series for Customers

Free NACR Webinar Program Will Focus on Topics Important to Customers

EAGAN, Minn., Jan. 20, 2015 /[PRNewswire](#)/ -- Over the past decade, more than 16,000 customers have taken advantage of free Tech Quarterly (TQ) webinars offered by technology solutions expert NACR. Now the company is revamping this successful webinar series to focus even more on customer-driven topics that will deliver maximum business value.

A ConvergeOne company, [NACR](#) is a leading global provider 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 delivers end-to-end solutions including comprehensive sales, consultation, training, and technical support, as well as managed services, maintenance, and repairs.

"At NACR, we know how important training and staff development are to our customers and their successful use of technology to drive strategic business goals," according to Dan Gorski, Vice President of the NACR Center of Excellence for Learning and Development (COE). "As part of expanding our educational options for customers, we are relaunching our webinar series with a new name — NACR Connection — and a renewed emphasis on the topics that are most relevant to our customers."

For example, NACR plans to add more interactive and industry-focused content such as analyst Q&A sessions and panel discussions on market trends and their impact on customers. This shift in focus is based on input that the company sought in a recent customer survey and in an internal focus group with sales and management teams. To continue to improve the customer experience and webinar value moving forward, NACR will also implement a poll after each event and use the feedback to plan future topics.

The TQ webinars began as a quarterly event but quickly grew in frequency due to their popularity with customers. With the new Connection series, customers can expect a new event every month, on a topic that will help them connect with technology and industry-level experts and NACR partners. The events will be live every other month; in between, the monthly event will be a shorter, prerecorded session distributed to customers for them to view at their convenience.

The new Connection webinar series will be launched January 22, 2015, with a live session on the topic of [Session Border Controllers](#) and the important role they play in securing a network and assuring improved interoperability and signaling.

"Each invitation for a new event will also include a link to the previous month's webinar replay, so that customers who miss a session can still take advantage of every Connection webinar," Gorski added. In addition, as before, all webinars will be available without charge in NACR's archived library.

For greater convenience, webinar registration will migrate from the [nacr.com](#) website to the [NACR COE website](#) — enabling customers to also see new COE training offers and announcements, and making it easier to register for courses as well as webinars.

The NACR COE offers instructor-led, virtual instructor-led, and web-based training, with course paths across topics and for every skill level from beginner to advanced. Instruction is provided by highly credentialed and experienced NACR engineers, technical specialists, and subject matter experts.

To learn more about the Connection webinars, talk to your NACR representative or [contact the company](#) at **1-888-321-NACR** (6227). For more information about the COE training curriculum, please visit online at [www.nacr-coelearning.com](#).

About NACR

As a leading global provider 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. As part of ConvergeOne, 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 1,000 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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