

## **NACR a DIR-Contracted Communications Solution Provider in Texas**

### **Leading Avaya BusinessPartner Authorized to Sell and Implement Products and Services for Public Sector in Competitive Bid Process**

EAGAN, Minn., Dec. 1, 2010 /PRNewswire/ -- Completing a successful competitive bid process, expert communications solution provider NACR (North American Communications Resource, Inc.) has been awarded a contract by the Department of Information Resources (DIR) for the state of Texas. Under the contract, eligible public sector entities can take advantage of pre-negotiated discounted pricing when purchasing products from NACR.

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

As the largest Avaya channel partner worldwide, NACR is a leading provider of value-added communications solutions — delivering comprehensive sales, consultative, training, and technical support, as well as managed services, maintenance, and repairs. NACR works closely with Avaya and other leading technology innovators to integrate best-in-class hardware, software, and applications into end-to-end multivendor solutions.

The Texas DIR provides statewide leadership and oversight for management of government information and communications technology. Through its Contracting and Procurement Services Division, DIR assists the public sector with cost-effective acquisition of selected technology products and services by negotiating, managing, and administering contracts with technology providers. Some of the entities eligible to make purchases under a DIR contract include Texas state and local governments, K-12 schools, and higher education organizations such as teaching hospitals, as well as other agencies and other states authorized under various interagency and interlocal agreements.

"Public sector organizations today are under tight scrutiny and facing enormous pressure to integrate new technology and improve delivery of services while justifying every dollar spent," said John Behnken, National Vice President of NACR. "Under the DIR contract, it will be easier than ever for eligible state, local, and educational organizations to work with NACR to adopt the highest quality solutions at the best price."

Under its DIR contract, NACR offers the full Avaya product line, as well as other vendors' products certified for integration with Avaya solutions — including unified messaging and emergency notification applications from Mutare; SIP security solutions from Sipera and InGate; Xtreme Power Supplies; and a wide range of contact center products from companies including Veramark, Taske, CSI, Conexus, Presence Technology, and Symon Communications.

DIR eligible customers can also take advantage of NACR implementation, maintenance, and other value-added services, and have access to resources including its state-of-the-art staging lab and high-tech network monitoring and management facilities.

DIR's Go DIRect Program provides a streamlined process in which customers can place orders with and issue payments directly to participating vendors such as NACR. In addition, NACR offers competitive lease rates for DIR customers through Avaya Financial Services.

"The DIR contract will help eligible public sector customers save time, energy, and money by working directly with NACR," according to David Garlich, Southern Regional Vice President at NACR. "Additionally, we will be providing support for these customers through targeted offers and participation in DIR events that will help to educate them about how they can best utilize the latest technologies."

NACR has a sales presence in every major market in Texas, including Austin, Dallas-Fort Worth, San Antonio, Houston, and West Texas, with sales professionals who are well versed in the DIR contract process. In addition, 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.

Additionally, under the DIR contract, NACR will be supporting other local businesses by using subcontractors that are Historically Underutilized Businesses (HUB) and Minority and Women Business Enterprise (MWBE) vendors.

For more information about NACR solutions or the DIR contract, existing customers can call their NACR representatives and new customers can contact the company at **1-888-321-NACR (6227)** or visit us online at **nacr.com**.

## About NACR

With offices nationwide, industry award-winning NACR (Eagan, MN) is a certified Avaya Platinum Channel Partner, seven-time Avaya BusinessPartner of the Year, and a leading provider of communications solutions for businesses. Its highly trained and experienced team, with more than 300 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](http://www.nacr.com) .

### SOURCE NACR

For further information: Scott Sund, Vice President of Marketing of NACR, 1-800-431-1333 ext. 2502, [sund@nacri.com](mailto:sund@nacri.com)

---

Additional assets available online: [Photos \(1\)](#)

<https://onec1.mediaroom.com/2010-12-01-NACR-a-DIR-Contracted-Communications-Solution-Provider-in-Texas>