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NACR Named Vendor of the Year by Avaya Predictive Dialer System User Group

Communications Solution Provider NACR Honored for Commitment to User Group and Ongoing Education

EAGAN, Minn., Oct. 12 /PRNewswire/ -- Communications expert NACR (North American Communications Resource, Inc.) has been named Vendor of the Year by the Avaya Predictive Dialer System (PDS) User Group. The award was announced during the group's annual Training Summit and Vendor Expo, September 20-22 in Las Vegas, NV.

The Avaya PDS User Group was created nearly 20 years ago to provide a vehicle for Avaya predictive dialer users to increase their knowledge of proper operation, utilization, and maintenance of their systems and other contact center solutions in an environment conducive to networking. Attended by many of the world's leading users of PDS equipment, the yearly conference and other events stress the importance of end-user education and how critical it is to the success of a contact center.

A seven-time Avaya BusinessPartner of the Year, NACR is the largest Avaya channel partner worldwide and a leading provider of value-added communications solutions — delivering comprehensive sales, consultative, training, and technical support, as well as managed services, maintenance, and repairs.

The Avaya PDS User Group Vendor of the Year award is presented to the company chosen by the group's executive committee as having gone "above and beyond" in its support of the organization. NACR was selected for its ongoing support of end-user education. For example, the company has announced that any customer installing or upgrading a qualified PDS with NACR and using MUG Enterprise, LLC for integration services, will receive a free pass for the 2011 User Group conference, including two nights hotel.

"In today's economy, when many contact centers are facing budget cuts, NACR remains committed to helping our customers stay in the forefront edge of technology and continue to get the best value for their technology investments — and so we are extremely honored to be recognized for our efforts by the Avaya PDS User Group," according to Dick Bourdow, Central Region Vice President at NACR. "Ultimately, by enabling customers to take advantage of educational events such as the User Group conference, it is our goal to make an ongoing, positive contribution to their success."

For more information about this offer contact your NACR representative or Chuck Tuttle at 614 796-1003.

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** .

SOURCE NACR

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