

NACR Welcomes Ford as VP of Outsourcing and Managed Services Solutions Integrator NACR Expands Efforts to Grow Managed Services Practice

EAGAN, Minn., May 3, 2011 /PRNewswire/ -- Seven-time Avaya BusinessPartner of the Year and communications integration expert NACR (North American Communications Resource, Inc.) is pleased to announce that Richard Scott Ford will join the company as Vice President of Outsourcing and Managed Services, effective May 1.

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

As the largest Avaya channel partner worldwide, NACR (www.nacr.com) is the leading independent integrator of best-in-class communications, collaboration, and customer interaction solutions — delivering comprehensive sales, consultative, training, and technical support, as well as end-to-end managed services and maintenance. The company works closely with Avaya and other leading technology innovators to integrate best-in-class hardware, software, and applications into end-to-end multivendor solutions.

Ford has more than 25 years of Commercial and Federal experience in Global Information Technology Outsourcing (ITO) and Application Management Services (AMS), executive sales, solution architecting, service delivery, and operations management. His leadership has resulted in over \$5 billion in outsourcing sales contracts secured during his career.

"We are excited to welcome Scott to NACR, where there is significant opportunity to grow our managed services practice and offer customers even more end-to-end support and value for their communications needs," said John Behnken, National Vice President of NACR. "With his expertise in IT outsourcing and business development sales, Scott is uniquely qualified to help guide NACR as we continue to expand our managed services portfolio."

As Vice President of Outsourcing and Managed Services for NACR, Ford will be responsible for developing its long-term strategy and executing a business plan to capitalize on that opportunity. In addition to further defining and relaunching the NACR Managed Service portfolio of offers, he will work closely with the company's sales, marketing, services delivery, and finance and legal teams to successfully identify, qualify, close, and activate profitable, multi-year managed services contracts.

Ford comes to NACR from Siemens A.G. (2000-present), where he most recently served as Head of Global IT Outsourcing Sales and was responsible for attaining specific financial objectives and customer satisfaction ratings while producing more than \$300 million in total contract value over 18 months. His previous roles at Siemens included Managing Vice President, Global Account Manager, and Director of Business Development, with responsibilities spanning sales development, program management, and financial ownership for IT outsourcing, federal government, and professional services.

Prior to his career at Siemens, Ford also held senior positions at Inacom Inc., Vanstar Corporation, Technologies Inc., and Quality Micro Systems Inc.

For more information about NACR and its portfolio of managed services, customers can call their NACR representative or **1-888-321-6227** — or learn more online at www.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 the leading independent integrator of best-in-class communications, collaboration, and customer interaction solutions for businesses. Its highly trained and experienced team, with more than 500 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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