

NACR Experts Expand Regional Managed Services Support

Recent Hires Add More Multivendor Expertise to NACR's Dedicated Managed Services Team

EAGAN, Minn., Nov. 16, 2011 /[PRNewswire](#)/ -- To meet the growing customer need for multivendor managed services support, solutions integration expert NACR is expanding its dedicated managed services team by adding experts in every region across the United States.

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

"NACR is committed to investing in strategic resources that support our customers and help them succeed," according to R. Scott Ford, Vice President of Outsourcing and Managed Services for NACR. "Offering customers in each region the support of a dedicated, knowledgeable Managed Services Expert is just one more way we are at work to help customers reap maximum benefit from their business communications."

As one of the largest Avaya channel partners 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 managed services, maintenance, and repairs. The company 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's comprehensive portfolio of managed services provides one source for customizable and bundled solutions to support the evolving communications needs of today's businesses. The company's managed services leverage a proven methodology, two high-tech Network Operations Centers (NOCs), expert tools, and the skills of highly trained, certified professionals to proactively support complex communications infrastructures.

"On top of our expert sales and technical support, NACR's regional Managed Services Experts provide a consultative approach to helping new and existing customers align their technologies with their business strategies, protect their multivendor communications investments, and achieve maximum system reliability and performance," said Ford.

Ford himself has more than two decades of 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.

Since Ford joined NACR in May 2011, the company's dedicated managed service team has expanded with the hiring of Managed Services Experts in three of its four U.S. regions:

- Robert J.M. Moon is a veteran of Avaya and Lucent Technologies who joined NACR in September 2011 as a Managed Services Expert to serve customers in the Central region. An integration and business development executive with 16 years of management and director-level experience for in Europe/Middle East/Africa, Moon's business acumen led to best-in-class profit margins on P&L ownership, including consistent revenue quota attainment. His sales, leadership, and business abilities have been recognized through numerous prestigious awards such as Canadian Account of the Year, Reach for the Stars, and Premier Associate. A graduate of West Point, he earned his MBA from top-ranking University of Chicago. Moon reports to Ford and Regional Vice President Dick Bourdow.
- In the northeast region, David E. Gromek joined NACR as Managed Services Expert in July 2012. As a senior manager with offshore business experience, Gromek is highly versed in all aspects of sales, including product, hosted, cloud, and managed services, at both a domestic and international level. He brings to NACR an in-depth knowledge of all major business activities, and an understanding of the functional interdependencies required to grow and sustain a profitable organization. Proven successful in high growth, fast-paced, changing environments including Avaya and Lucent Technologies, Gromek received his MBA from Fairleigh Dickinson University. He reports to Ford and Regional Vice President Cordell Toson.
- The southern region welcomed W. Andrew Reynolds as Managed Services Expert in July 2012. A dynamic, high-performance executive with a proven ability to surpass company and customer expectations, Reynolds has 15 years of experience providing sales, support, and technical assistance in a highly competitive environment, at companies such as Connexion Technologies, Nortel, and MCI. His experience in account management/retention and relationship building combines with his ability to communicate technically on various levels to allow him to partner effectively with customers. In addition to his BA in business and economics, Reynolds is trained in telecommunications installation and maintenance, and a certified Project Manager Professional (PMP). He reports to Ford and Regional Vice President David Garlich.

NACR expects to fill the Managed Services Expert position in the western region before the end of 2011.

For more information about NACR and its portfolio of managed services, customers can call their NACR representative or contact the company at **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 600 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.

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