

## **NACR Training Recognized by Avaya for Highest Student Satisfaction in U.S. Region**

### **New Avaya Award Based on NACR Student Feedback for 4Q 2011**

EAGAN, Minn., March 1, 2012 /[PRNewswire](#)/ -- As a participant in the Avaya Learning Partner Program (ALPP), NACR and its training program have been recognized by Avaya for Highest Student Satisfaction in the United States for the fourth quarter of 2011. Presented to one winner in each global region, this new quarterly award is based on end-of-training surveys that Avaya uses to gain student feedback and implement continuous improvements to its technical training.

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

NACR is one of the largest Avaya channel partners worldwide and a leading independent integrator of best-in-class communications, collaboration, and customer interaction solutions — delivering comprehensive sales, consultation, training, and technical support, as well as managed services, maintenance, and repairs. Through its Center of Excellence for Learning and Development (COE), NACR helps customers build their administrative, technical, and applications proficiency by leveraging the knowledge and expertise of its highly skilled instructors.

The Avaya Learning Partner Program enables its partner organizations to qualify to deliver Avaya authorized instructor-led courses and training materials — providing greater access to Avaya training, when and where it's needed, and a consistent training experience for all students. Back in 2009, NACR was among the first US companies to become an ALPP in the enterprise market, offering customers the Avaya authorized training curriculum for enterprise IP telephony.

Since then, NACR has continued to proactively expand the training it offers through the COE, supporting customers as they adopt next-gen solutions such as Avaya Aura™ Communication Manager.

"NACR is excited to be honored by Avaya for our training program's high level of student satisfaction," according to Dan Gorski, Vice President of Learning and Development at NACR and head of the COE. "Making sure that our customers' educational needs and expectations are met has always been the focus of the entire COE team, so to have customers and Avaya recognize our efforts is especially rewarding."

The NACR COE offers course paths across topics and for every skill level from beginner to advanced, as well as customized training to meet specific requirements. The COE also provides an online training portal, the Learning Management System (LMS), where customers can review course schedules and options, register for classes, track and manage their training curriculum, and access free webinars and other NACR resources.

To make sure its training is always on track, NACR utilizes its own surveys in addition to the Avaya surveys to measure customer satisfaction — scoring an average 3.8 out of 4 — and regularly adds courses and options to its program based on customer feedback. In addition, if a customer has unique requirements — or is unsure what courses are right for his or her staff — a COE team member can provide a free training consultation to help create the right course path to meet the organization's needs.

For more information, customers can visit the NACR Center of Excellence for Learning and Development online at [www.nacr-learning.com](http://www.nacr-learning.com). To request a free training consultation, customers can contact the center at **651-796-6680** or via email at [COELD@nacrl.com](mailto:COELD@nacrl.com).

#### **About NACR**

With offices nationwide, industry award-winning NACR (Eagan, MN) is a certified Avaya Platinum Channel Partner, eight-time Avaya Business Partner 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](http://www.nacr.com).

SOURCE NACR

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