

## **NACR's Jim Bird Wins IAUG Service Excellence Award**

### **NACR Account Manager Recognized by Avaya at Global Education Conference**

EAGAN, Minn., May 22, 2012 /PRNewswire/ -- Solutions integration expert NACR today announced that Jim Bird, a National Account Manager in the company's western region, has won the International Avaya Users Group (IAUG) Service Excellence Award, presented this morning at IAUG Global Education Conference 2012. NACR is a sponsor of the annual conference, which continues through May 24 and provides Avaya users with access to industry leadership, IT experts, peer networking, educational sessions, and technology partner exhibits.

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

The IAUG Service Excellence Award is given annually to an employee of Avaya or an IAUG-member Avaya business partner (such as NACR) for providing continued outstanding customer service on behalf of an IAUG member. Nominations are gathered from members over the course of the year and are voted on by a committee of IAUG leaders.

NACR's Jim Bird was nominated by his customer Shana Savell, who is Director for IAUG and Network Analyst III at J. R. Simplot, one of the largest privately held food and agribusiness companies in the United States. In her recommendation, Savell praised Bird for his commitment to superior service as well as his advocacy on behalf of his customers and the users group.

"Jim is a highly valued member of our regional team whose experience in the industry and dedication to resolving any issue, whatever the source, makes him a remarkable partner to his customers and a prime example of the kind of service NACR is proud to stand for," according to Dennis Clevenger, Western Regional Vice President of NACR. "In addition, Jim's support of IAUG — bringing customers to the conference and encouraging them to become members, speakers, and part of local and international leadership teams — delivers added value to customers as well as to Avaya and NACR."

As one of the largest Avaya channel partners worldwide, NACR ([www.nacr.com](http://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 and maintenance. 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.

IAUG has more than 4,000 members and is one of the world's largest international organizations for communications technology professionals, providing a forum for the global Avaya user community and resources for Avaya customers everywhere. As a sponsor of the IAUG conference, NACR is there to help customers learn how to evolve their networks for maximum ROI and to showcase solutions including NACR Ovation Managed Services, AvayaLive™ Engage, and SIP.

For more information about NACR solutions, businesses can call their NACR representative, contact the company at **1- 888-321-6227**, or visit online at [www.nacr.com](http://www.nacr.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) .

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