

NACR Named 2012 Avaya U.S. Services Partner of the Year

Leading Solutions and Services Integrator Is Multiple Avaya Honoree

EAGAN, Minn., Nov. 19, 2012 /PRNewswire/ -- Solutions integration expert NACR today announced that it has been recognized as the 2012 Avaya U.S. Services Partner of the Year. The award was presented last week at the Americas Executive Partner Forum 2013, held November 14-16 in Cancun, Mexico. Avaya is a global provider of business communications and collaboration systems, software, and services.

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NACR is one of the largest Avaya channel partners worldwide and a leading global integrator of best-in-class communications solutions and services, as well as a trusted advisor to more than 40% of the *Fortune* 100. The company serves as a single source for consulting, implementation, project management, training, maintenance, and managed services that improve productivity, efficiency, collaboration, and customer service.

NACR, a ConvergeOne company, has been honored as an Avaya's Partner of the Year nine times. For 2012, the company has been recognized as one of the top performers in the Avaya reseller channel and best-in-class in services, representing:

- 9.9% growth rate of Avaya annuity
- 25%+ of Avaya annuity from the U.S. reseller channel
- 13% Point Of Sales (services revenues as % of product sales) in 2012
- High adoption rate of Avaya's Support Advantage Preferred retail model

"This has been an exciting year at NACR, with an emphasis on expanding our services practice and adding more dedicated resources to meet the customer need for ongoing professional, technical, maintenance, and managed support," according to John F. Lyons, President and CEO of NACR. "We are extremely honored to receive this award, which recognizes not only the strengths of NACR's services staff and our relationship with Avaya, but also the strengths of our overall services strategy."

"Avaya's channel partners are central to the continued expansion of real-time collaboration, and to delivering new innovation and benefits to Avaya customers in the U.S.," said Karl Soderlund, Vice President, Americas Channels Sales, Avaya. "The Partner of the Year awards recognize our best performing channel partners and honor their commitment to driving new sales opportunities, providing technical resources to customers and prospects, and staying updated on Avaya's latest solutions."

For more information about NACR integrated solutions, applications, and services, customers can call their NACR representative or contact the company at **1-888-321-NACR** (6227).

About NACR

As a leading global integrator of business communications solutions and services since 1993, NACR has been a trusted advisor to more than 40% of the *Fortune* 100 companies, helping them use technology to enhance the collaboration, contact center, and data communication experience. We serve as a single source for consulting, implementation, project management, training, maintenance, and managed services that improve productivity, efficiency, and customer service. With a team of over 800 customer-focused and certified employees, we have consistently been recognized by our partners, suppliers, and customers for excellence.

For more information, visit: www.nacr.com

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About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

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