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NACR to Exhibit and Present at IAUG CONVERGE2013

Communications Integration Specialist Will Highlight Solutions and Services at Annual Avaya Users Conference

EAGAN, Minn., May 21, 2013 /PRNewswire/ -- Communications solutions and services integration expert NACR is pleased to announce it will be an exhibitor and presenter at the 2013 conference of the International Avaya Users Group (IAUG), June 3-7 at the Gaylord Palms Resort and Convention Center in Orlando, FL. IAUG CONVERGE2013 will provide Avaya users with access to industry leadership, IT experts, peer networking, over 200 content-rich educational sessions, and partners from across the telecom spectrum, exhibiting the latest technologies.

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

"Each year, the IAUG conference offers NACR a tremendous opportunity to connect with Avaya users and demonstrate how we deliver ongoing value as their technology and business needs evolve," according to John F. Lyons, President and CEO of NACR. "For 2013, we are excited to talk about our continued leadership in contact centers - integrating solutions such as the new Avaya Elite Multichannel feature package, which enables customers to deploy sophisticated interaction management while leveraging their existing investments."

He added, "We will also highlight NACR's skills in unified communications - including integration of Avaya and Microsoft Lync for data, video, and audio capabilities - as well as some of the unique solutions we have developed, such as the NACR UC vStack for virtualized environments and our Cloud Connectors for contact centers."

As a leading integrator of best-in-class communications solutions and services, NACR is a trusted advisor to more than 5,500 customers from small businesses to FORTUNE® 100 and global enterprises. 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.

With more than 5,000 members, IAUG combines the previous Avaya and heritage Nortel user groups into one of the world's largest international organizations for communications technology professionals, providing a forum for the global user community and resources for Avaya customers everywhere. The theme of this year's IAUG conference is "Powering Global Communications."

As one of the largest Avaya channel partners worldwide, NACR 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. The company will be at IAUG CONVERGE2013 to help customers learn how to evolve their networks for maximum ROI and value. Visitors to NACR's booth (#323) will be able to meet with company executives, sales associates, and technical specialists who support the design, installation, and maintenance of the complete Avaya product line.

Additionally, NACR experts will be featured presenters in breakout sessions throughout the conference, addressing important topics including "Artificial Intelligence in the Contact Center"; "Avaya Mobility with Client Enablement Services (CES)"; "Understanding Avaya Aura Messaging"; "Avaya Virtual World: Forest City Enterprises and NACR Gone Wild with Virtual Avaya Aura"; "International Delivery: Geographically Borderless Solutions in a World of Paperwork"; "The Who, What, When, Where, Why, & How of SIP Endpoints"; "Avaya Session Manager SIP Trunks: Step by Step"; and "Communication Manager on VMware: Best Practices for Avaya's New Software-Only Offer."

NACR will offer free giveaways to registered attendees who visit Booth 323 during the conference. IAUG members who plan to attend are encouraged to preregister at **www.iaug.org** and to contact their NACR National Account Manager (NAM) to arrange a consultative meeting at the event.

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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