

NACR Expands Ovation Managed Services Portfolio with Prognosis from Integrated Research (IR)

NACR Ovation Managed Services Portfolio Now Offers Additional Advanced Monitoring for Avaya, Cisco, and Microsoft Lync by Leveraging IR Prognosis

EAGAN, Minn., Feb. 25, 2014 /PRNewswire/ -- NACR, one of the world's leading independent integrators of comprehensive communications and collaboration solutions and services, is pleased to announce an enhanced strategic relationship with Integrated Research (IR). This relationship will enable NACR to utilize the IR Prognosis software-based solution in the NACR Ovation Managed Services and Cloud Services offerings.

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

"At NACR, we continually enhance our portfolio to offer our customers more options and greater value when selecting Ovation Managed Services," commented Bruce Johnson, Vice President of Managed Services Delivery for NACR. "By now utilizing Prognosis, a global leader in VoIP and unified communications (UC) performance and availability management software, NACR will gain operational efficiencies and provide additional value for our Ovation customers. In addition, the synergies we gain between our software reselling and managed services business will provide our customers with even more choice, flexibility, and investment protection."

"We are pleased to announce our strategic partnership with NACR," stated Andre Cuenin, President, Americas, for Integrated Research. "The new capabilities that Prognosis 10 delivers for service providers was critical in forming this strategic partnership — and the ability to select Prognosis as an on-premise or managed service offering will create tremendous synergies for NACR, IR, and most importantly, NACR's extensive customer base."

NACR is a leading global integrator of best-in-class communications solutions and services, and a trusted advisor to more than 5,500 customers ranging from small businesses to FORTUNE® 100 and global enterprises. The company works closely with IR and other technology innovators to integrate the latest hardware, software, and applications into end-to-end multivendor solutions for diverse markets.

NACR's comprehensive Ovation portfolio provides one source for customizable and prepackaged managed services — leveraging a proven methodology, three high-tech Network Operations Centers (NOCs), expert tools, and the skills of highly trained, professionals to proactively support complex communications infrastructures.

To learn more about NACR Ovation Managed Services, please contact your NACR representative or call 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 900 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 Integrated Research, Inc.

Integrated Research (ASX: IRI) is a leading global provider of proactive performance management software for critical IT infrastructure, payments and communications ecosystems, and the creator of the award-winning Prognosis® software. Organizations in over 50 countries – including some of the world's largest banks, airlines and telecommunication companies rely on Prognosis® to provide business critical insights and ensure continuity-critical systems deliver high availability and performance for millions of their customers across the globe. For further information on Integrated Research and Prognosis® please visit www.ir.com.

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