

NACR Ovation Managed Services Expands Offers for Contact Center

NACR Portfolio Provides One Source for Expert, Customizable Managed Support

EAGAN, Minn., July 1, 2014 /[PRNewswire](#)/ -- As part of its contact center leadership and continuing initiative to deliver comprehensive services and support, technology solutions integration expert [NACR](#) is expanding its NACR Ovation Managed Services portfolio to help businesses integrate, operate, and optimize their contact centers.

A ConvergeOne company, 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 delivers comprehensive sales, consultation, training, and technical support, as well as managed services, maintenance, and repairs. NACR also works closely with other technology innovators to integrate the latest hardware, software, and applications into end-to-end multivendor solutions for diverse markets.



"As contact centers become more sophisticated and demanding, customers are challenged to have the skill sets and resources necessary to manage all the tasks required to ensure maximum contact center value and performance," according to Bret Lathrop, Senior Director and Contact Center Practice Lead for NACR. "As an industry leader in the contact center space, NACR is adding new managed services to meet our customers' support needs at every level of contact center operation — from basic system administration and monitoring through customized application management and complex, specialized technology optimization."

The NACR Ovation Managed Services 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, certified professionals to proactively support complex communications infrastructures and applications.

With the expanding NACR Ovation Managed Services for Contact Center, customers can choose options at three levels of support:

- **Contact Center Foundation** provides services to support the underpinnings of the contact center, such as system administration and moves/add, software updates, backup and configuration management, and basic network "health" monitoring.
- **Contact Center Custom Application Support** delivers engineering expertise, advanced tools, and sophisticated processes for the ongoing monitoring and management of commonly customized applications such as IVR, screen pops, call routing, and self-service apps.
- **Contact Center Signature Services** (coming 3Q 2014) offer even more highly customized and sophisticated management support such as IT lifecycle and roadmap planning, demand and capacity assessments, and pulse and stress testing.

As part of its strategic contact center initiatives, NACR has also created a Contact Center Advanced Services Delivery Practice designed to build on the company's leadership in the design, integration, operation, and optimization of state-of-the-art contact centers. This team includes experts from ConvergeOne Advanced Services (formerly SimpliCTI) and NACR partners, as well as Avaya advanced services professionals and NACR Contact Center Engineering and Solution Specialists.

To learn more about NACR Ovation Managed Services for Contact Center, 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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