C1 MediaRoom

Enghouse Interactive Earns Preferred Partner Status from NACR

NACR and Enghouse Deliver First-Class Customer Interaction and UC Solutions

EAGAN, Minn., Dec. 16, 2014 /PRNewswire/ -- Technology solutions integration expert NACR is pleased to announce that Enghouse Interactive, a leader in contact center, unified communications (UC), and self-service solutions, has been named a NACR Preferred Partner.

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 Enghouse Interactive and other technology innovators to integrate the latest hardware, software, and applications into end-to-end multivendor solutions for diverse markets.

"For more than a decade, NACR has successfully partnered with Enghouse Interactive (formerly Zeacom) to help customers cost-effectively migrate their communications from simple voice to today's multi-channel, multi-platform solutions," said Bret Lathrop, Contact Center Practice Lead at NACR.

Enghouse Interactive helps more than 10,000 small, medium, and enterprise customers, with 1,000,000+ users across the globe, to synchronize the service experience across all touch points. The Enghouse Interactive product portfolio includes multichannel contact center applications, Quality Management Suite, Knowledge Management Suite, computer-telephony integration (CTI), interactive voice response (IVR), dialer, and operator console functionality. Enghouse Interactive solutions are customizable, flexible, and scalable, and integrate seamlessly with the most widely used CRM and telephony platforms, either on premise or in the cloud.

Also of note is that Enghouse Interactive Communications Center (EICC) is among the premier applications that integrate natively with Microsoft Lync.

"We are honored to partner with an organization as tenured as NACR, a well-respected company with a track record of delivering exceptional value to customers," noted Ernie Wallerstein, President of Enghouse Interactive Channels for North America. "Our solutions ensure that when customers connect with an organization's support, helpdesk, or service team, their needs are resolved quickly and efficiently, whether by phone, email, SMS, social media, chat, IVR, or self-service web interface. As an NACR Preferred Partner, we are eager to capitalize on the myriad opportunities to reach potential customers who could benefit greatly by the solutions offered by NACR and Enghouse Interactive."

NACR established its Partner Program to identify top partners, nurture long-term relationships, and promote partner solutions with customers. Companies can qualify for one of three tiers of partnership based on criteria including national presence and regional support, ease of doing business, revenue, lead generation, parts support, technical training, and customer service. In return, partners receive NACR marketing and business development support designed to highlight the relationship, the partners' capabilities, and the benefits of their solutions to customers.

"Enghouse Interactive provides software and services to deliver great customer communications, and is well deserving of this distinction," added NACR's Lathrop. "We look forward to many more years together, providing the best-in-class support that helps our customers enhance productivity, collaboration, and service delivery."

To learn more about NACR and Enghouse Interactive solutions, contact your 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. As part of ConvergeOne, 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 1,000 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 Enghouse Interactive

Enghouse Interactive delivers technology and expertise to maximize the value of every customer interaction. The company develops the most comprehensive portfolio of customer interaction management solutions. Core technologies include contact center, attendant console, predictive outbound dialer, IVR, and call recording solutions that support any telephony environment, on premises or in the cloud. Enghouse Interactive has thousands of customers worldwide, supported by a global network of partners and more than 700 dedicated staff across the company's international operations.

Enghouse Interactive is a subsidiary of Enghouse Systems Limited, a software and services company traded on the Toronto Stock Exchange (TSX) under the symbol "ESL." Founded in 1984, Enghouse Systems is a consistently profitable company, which has grown both organically and through the acquisition of well-regarded specialists including Arc, CosmoCom, Datapulse, Syntellect, Telrex, Trio, and Zeacom.

For more information, please visit www.enghouseinteractive.com.

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