

NACR Launches Expanded Incident Management Capabilities

NACR Enhances Process and Tools to Deliver Added Support Across Multiple Integrated Platforms

EAGAN, Minn., March 30, 2015 /PRNewswire/ -- Technology solutions expert NACR is pleased to announce it has expanded its incident management process and tools to include support for all customer platforms, such as Avaya, Nortel, Cisco, Unify, Interactive Intelligence, Microsoft Lync, and more. The expansion is part of NACR's ongoing commitment to enhancing the support it offers to customers and delivering one integrated source for a full spectrum of services.

[NACR](#), a ConvergeOne company, is a leading global provider 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 other technology leaders to integrate the latest hardware, software, and applications into end-to-end solutions for diverse markets.

Over the last several years, NACR has continuously broadened its services portfolio and integrated multiplatform capabilities to provide one source for supporting a customer's complete IT and telephony environment. This most recent expansion of the company's incident management process and tools further ensures that customers have a consistent service and support experience, regardless of what platform is being supported.

"One of the greatest benefits of our multiplatform incident management process is the consistency it drives in the customer experience," according to Joe Fabrizio, Vice President of Managed Services Delivery for NACR. "Many companies have requirements to support multiple technology platforms. The ability to address all of their support needs in a uniform, consistent, and integrated manner is a tremendous value to customers and a key differentiator for us in the marketplace."

Through an array of managed services offers and a single monitoring toolset, NACR is able to efficiently and consistently support a multitude of IT, unified communications (UC), contact center, and cloud platforms. Its services customers are backed by a single support organization utilizing multiple redundant, state-of-the-art Network Operations Centers (NOCs) plus advanced tools and sophisticated processes — including unified incident management — to provide 24x7x365 support for millions of ports, mailboxes, and devices nationwide.

NACR also delivers added value to customers with options from [NACR Ovation Managed Services](#), a growing portfolio of customizable and prepackaged managed support designed to optimize reliability and performance of multiplatform environments.

To learn more, please speak with your local NACR representative or [contact the company](#) at **1-888-321-NACR** (6227).

About NACR

As a leading global provider 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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