



The people who know communications®



PLANNING | DESIGNING | IMPLEMENTING



communications systems
that deliver >>

quality solutions, exceptional relationships

A Name You Can Trust

WHO IS NACR?



*With offices nationwide,
NACR is a leading
provider of business
communications systems.*

In today's highly competitive business environment, there's a lot riding on your communications system. It impacts your ability to deliver personalized customer service, ensure your employees' productivity, expand easily into new locations, and seize opportunities in new markets.

In other words, your communications system has a direct impact on the bottom line. Given what's at stake, you need a resource you can trust.

At North American Communications Resource, Inc. (NACR), we're the people who know communications®. We're an award-winning Value Added Solutions Provider (VASP) with offices nationwide and a proven track record for more than a decade. Our team of experts plan, design, and implement end-to-end communications systems for businesses that need flexible, cost-effective solutions that can keep pace with their evolving needs. We measure the trust that organizations place in us based on the long-standing relationships we develop with customers and a high percentage of repeat business. These relationships, as well as those we've built with our partners, are key to our success and instrumental to our growth.



Yes We Can

CUSTOMIZED SOLUTIONS FOR ANY INDUSTRY, ANY MARKET

What separates NACR from the competition? We combine unequaled knowledge and experience with a can-do attitude to develop solutions for our clients that work from day one and keep on working. We don't simply install the "latest and greatest." Our professionals transform leading-edge technologies into innovative, reliable communications solutions.

Customers in a wide variety of industries—healthcare, finance, e-commerce, manufacturing, and government, to name just a few—turn to NACR for their communications needs.

Whether it's designing a contact center for a global hotel reservation system, rebuilding a switch over a weekend for one of the nation's top banks, or helping a young start-up company acquire its first communications system, NACR makes it happen.

A Proven Approach

SUCCESSFUL SOLUTIONS BASED ON CUSTOMIZATION

Our solutions are based on the industry-leading portfolio of convergence, Voice over Internet Protocol (VoIP), Customer Relationship Management (CRM), Unified Communications, and Mobility and Data Networking.

Choosing and implementing a communications system represents a huge investment for any organization, large or small. There are a lot of tough questions, particularly when it comes to converging voice and data technologies. How much convergence is right for you? How can you ensure the reliability of your voice communications? How can you best leverage your existing investments?

NACR helps you make the right choices about these and other critical decisions. And because we represent a complete communications portfolio —including conventional and advanced communications solutions— we're not locked into a single technology strategy. This approach allows us to remain objective and make recommendations founded solely on your needs.

CONVERGENCE – NACR is at the forefront of the convergence revolution. By bringing voice and data communications systems together using the latest technologies, including Voice over Internet Protocol (VoIP) and Session Initiation Protocol (SIP), we help organizations leverage the advantages of converged technology. Our network Quality Assurance Review ensures that you start realizing these benefits from the day the system is up and running. This meticulous process includes a detailed review of your existing or planned network, a customized report incorporating expert recommendations, and a critical voice readiness evaluation.

CUSTOMER-FOCUSED COMMUNICATIONS – The ultimate test of any communications system is how well it supports personalized customer communications. Customers expect the same quality and consistent experience regardless of how they contact you—by phone, fax, e-mail, PDA, or visiting your Web site. NACR's experienced professionals design and install Contact Centers and CRM solutions that ensure quality and consistency.

Performance Readiness CenterSM

NACR's STATE-OF-THE-ART TECHNICAL LABORATORY

NACR's Performance Readiness CenterSM allows us to replicate just about any communications system. We verify, configure, and test all the components you are planning to install prior to their arrival at your location. At NACR, we believe in maximizing our clients' peace of mind while minimizing the potential for costly on-site issues.



1 | VERIFY

unpack and check all shipments for proper components



2 | CONFIGURE

load software/
firmware, translations



3 | TEST

verify, burn in, and test system in replicated environment



4 | DELIVER

on-site assembly, installation, and final adjustments





An Experienced Team

COUNT ON OUR PEOPLE TO MAKE THE DIFFERENCE FOR YOU

Our commitment to hire and retain only the best people is the reason why our company continues to grow at a double-digit pace. It's also the reason why we consistently receive exceptionally high marks on customer satisfaction surveys.

NACR specialists average more than 20 years of experience and are responsible for the design and implementation of thousands of communications systems for companies in all industries. Their extensive experience covers the full spectrum of voice and data systems and a range of proven vendors.

Many of our product and design specialists have earned certifications from industry leaders such as Avaya, Microsoft, and Cisco. In fact, our staff has garnered more than 200 industry-recognized certifications. NACR continues to invest heavily in ongoing training and development to ensure that our professionals are always current on new technologies.

the support you need, when you need it

A Commitment to Service

WE'RE WITH YOU FOR THE LONG HAUL

NACR specializes in the installation of new hardware and software for leading-edge communications systems. But unlike other communications companies, we don't disappear after a new system is in place. Our team provides ongoing administrative and customized support according to each customer's needs, including parts repair with same-day service, expedited shipping on critical components and state-of-the-art in-house refurbishments.

We also offer a wide variety of after-market services, all designed to help organizations increase efficiency and reduce operational costs. From designing and delivering customized training programs for end-users to providing highly skilled "Rent-a-Tech" professionals who work on-site, NACR delivers the support you need, when you need it.

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Having a partner like NACR that is committed to customer service excellence allows Tucson Medical Center (TMC) the opportunity to continue to serve our patients and physicians, our staff and our community with the highest performance and communication levels possible.

*Jeanmarie Cook
TMC HealthCare*



Making It Happen

HARNESSING THE POWER OF COMMUNICATIONS

NACR is committed to being the premier provider of communications for both large and small companies. To us, that commitment means building a long-standing relationship with each and every customer. When you work with NACR, you can count on having a system that delivers what you need, when you need it—from the day of installation and well into the future.

To help get you started, we can provide flexible financing or leasing terms that meet your budget. And we understand the importance of getting a return on your communications investment and the significance of protecting that investment. That's why we work closely with our customers to ensure that the technology options we present can grow at the same pace as their businesses.

If getting the right communications solutions is important to your company, call NACR. We'll make it happen.



