



NCR and NACR Sign Master Services Agreement for Unified Communications Projects in North America

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Agreement will help companies expand unified communications service offers, drive growth and deliver enhanced experience to customers

DULUTH, Ga. & EAGAN, Minn.--(BUSINESS WIRE)--May. 16, 2013-- [NCR Corporation](#) (NYSE: NCR) and North American Communications Resource ([NACR](#)), a leading communications system integrator and service provider, today announced a master services agreement to provide complementary support, maintenance and managed services when implementing unified communications solutions throughout North America.

This agreement enables both companies to expand their respective portfolios of services offerings, drive growth and deliver exceptional customer experiences. Under the terms of the agreement, NACR can leverage NCR's extensive network of telecommunications consultants and service professionals, as well as its deep domain expertise in network infrastructure. NCR gains access to NACR's Voice over IP consultants and will be able to leverage NACR's Ovation Managed Service portfolio, which provides an extensive multi-vendor service capabilities.

"Through this agreement, NACR will be able to leverage the expertise of NCR's sales and professional services teams to better support the workflow transformation and connectivity needs of our increasingly mobile customers," said R. Scott Ford, vice president of Outsourcing and Managed Services, NACR. "NACR and NCR are kicking off a strong relationship to offer businesses the solutions they need for optimized unified communications solutions."

As one of the largest Avaya channel partners worldwide, NACR is a leading independent integrator of best-in-class communications, collaboration, and customer interaction solutions. The company delivers comprehensive sales, consultation, training, and technical support, as well as managed services, maintenance, and repairs. NACR works closely with Avaya and other technology innovators to integrate the latest hardware, software, and applications into end-to-end multivendor solutions for diverse markets.

"Increased reliance on unified communications for ubiquitous access to voice, video and data anywhere, anytime has ignited a growing demand for a strong service partner to keep these mission critical systems available at all times," said Cheryl Ferrante, vice president of North America of NCR's Telecommunications and Technology line of business. "By leveraging the expertise of our companies, we can drive best-of-breed solutions into the market faster than our competition and deliver an exceptional experience to our respective customers."

[NCR Telecom & Technology](#) (T&T) delivers on-site and consulting services to over 60 global telecom and OEM companies. It works with these companies as a service partner, helping them cost-effectively build out their multi-vendor network infrastructure and bring reliable and scalable business services to market faster, reduce operating costs and maximize the availability of mission-critical business applications for their customers.

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 800 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 NCR Corporation

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 300 million transactions daily across the retail, financial, travel, hospitality, telecom and technology industries. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with over 26,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

Web site: www.ncr.com

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