

Ronco Expands its Watchtower Support Services Portfolio with CMP from Nectar Services

Ronco Communications announced it has selected Nectar's CMP as the network monitoring and management component of their Watchtower Support Services offering.

TONOWANDA, NY AND, FARMINGDALE, NY, USA, July 28, 2014 /EINPresswire.com/ -- Ronco Communications, a provider of Unified Communications solutions announced that it has selected Nectar's Converged Management Platform (CMP) as the network monitoring and management component of the company's Watchtower Support Services offering. The Ronco Watchtower is a flexible service framework designed to offer varying tiers of support services to meet the needs of their clients. Ronco delivers these services across Avaya, Cisco, Microsoft and Nortel.

"At Ronco, we are always looking to improve our Watchtower Service delivery portfolio with scalable offerings that ensure our customers get a great value with an exceptional experience," commented John DiNatale, Executive Vice President of Operations for Ronco. "Using the Nectar CMP solution our Watchtower Monitoring Services will give us the visibility, accountability and sustainability our clients require for worry-free service delivery across integrated voice, data, and application solutions."

"We're delighted to have Ronco join our partner program," commented Chris Joe, Vice President of Sales. "Their commitment to servicing their customers and providing top tier support services is coupled with a deep understanding and a long history of success supporting complex and business critical converged network infrastructures. This combination of experience and expertise is a powerful differentiator and we are very proud they selected CMP as an integral part of their Watchtower Support Service portfolio."

By utilizing Nectar's comprehensive Intell-Q features and functionality, Ronco will gain further operational efficiencies in the engagement of engineering and technical resources, thus providing additional value to their customers. In addition, when Watchtower Monitoring Service is combined with Ronco's regional field support services, it will provide customers with even more flexibility in designing a support program that will suite their specific requirements.

To learn more about Watchtower Support Services, please contact Ronco at 1-888-84-RONCO (76626).

About Ronco Communications

We extend the human connection by leveraging our strong capabilities with voice platforms, systems integration, and customer service. Founded in 1965, Ronco Communications is committed to the practice of delivering unified communications for today's enterprise. We are a privately owned and operated company, headquartered in Tonawanda, New York, with additional offices doing business throughout the east coast. We employ over 350 sales, engineering, technical support, service and installation personnel.

As a Unified Communications (UC) Systems Integrator, Ronco provides consulting, implementation and support services for UC solutions. Ronco's dedicated UC engineers specialize in Voice over IP, conferencing, Data Networking, Contact Center, Carrier Services as well as real time collaboration tools. We've aligned ourselves with key technologies over the last 47 years, which has allowed us to become the major 'integrator' of advanced, leading-edge communication technologies that we are today.

About Nectar Services

Nectar delivers business value by developing innovative solutions that arm IT organizations with actionable information that helps to adapt to change, manage complexity, and deliver quantifiable ROI reporting. Our flagship offering, Converged Management Platform (CMP) improves service delivery across integrated voice, data, video and UC applications, by providing critical performance information to executives and technical resources. Armed with this knowledge, companies now have the foundation to align IT initiatives with business objectives, transform their infrastructure and free up critical resources. Visit www.nectarcorp.com for more information.

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