

# PINNACLE ENTERPRISE

SERVICE LIFECYCLE MANAGEMENT



PAETEC

## DELIVERY OPTIONS

PINNACLE enables integration over a local network or the Internet using the same industry standard protocols. PINNACLE APIs are published as Web Services to provide a cost effective solution for organizations adopting cloud computing architectures. The standard solution offerings for PINNACLE include:

### Managed Services

Your PINNACLE database is hosted from one of our SAS70 compliant data centers, eliminating any investment in hardware and ongoing IT support costs. We assume full responsibility for maintaining the software, managing upgrades, backups, and performance tuning. PINNACLE provides you flexible options to outsource your service support and service delivery operations.

### Licensed Software

Delivered to you, PINNACLE is managed on any platform supported by Oracle according to your internal standards. Your support agreement guarantees you access to all maintenance and enhancement releases.

### Virtual Private Database (VPD)

PINNACLE’s unique technology platform provides a cost effective way to logically and securely partition all functional areas of your business operations using our innovative VPD technology.

### Software For Services

PAETEC’s exclusive financing program allows customers to subsidize a portion or the entire procurement of PINNACLE through PAETEC carrier network services. Ask your PINNACLE Solution Consultant how to leverage the unique financial advantages of bundling PINNACLE with any of PAETEC’s carrier services.

## BUSINESS SOLUTIONS TO MATCH YOUR REQUIREMENTS

PINNACLE’s professional staff works with you to create the most appropriate business plan for your organization. We align our delivery methodology to your specific mission, short-term and long-term objectives. Our Consultants are trained and certified in industry best practices such as ITIL.

Our solution encompasses far more than technology. We provide a complete multi-media training program that is organized to support your specific business operations.

For over twenty years we have proven our solutions adapt to our customers’ ever-changing business needs, policies and organizational structure.

| LICENSE SOLUTION   |  | MANAGED SOLUTION  |  |
|--|--|---|--|
| ENABLING TECHNOLOGY  | SUPPORT  | DATA CENTER   | OUTSOURCE OPTIONS  |
| <ul style="list-style-type: none"> <li>▪ Fully integrated solution</li> <li>▪ Published API’s</li> <li>▪ OS Platform Independent</li> <li>▪ Customizable windows and fields</li> <li>▪ Open, Standard technologies                             <ul style="list-style-type: none"> <li>» SOA, SOAP, Web Services</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>▪ Live customer support</li> <li>▪ Named Account Manager</li> <li>▪ Evergreen software maintenance</li> <li>▪ Robust documentation</li> </ul> | <ul style="list-style-type: none"> <li>▪ 24 x 7 x 365 NOC support</li> <li>▪ DBA and OS support</li> <li>▪ Generator backup</li> <li>▪ OC Level redundant access</li> <li>▪ SAS 70 Type II Compliant</li> </ul> | <ul style="list-style-type: none"> <li>▪ Bill audits</li> <li>▪ Invoice loads</li> <li>▪ Carrier disputes</li> <li>▪ Chargeback support</li> <li>▪ Call Accounting</li> <li>▪ Cost optimization</li> <li>▪ Vendor Payment Feeds</li> </ul> |



## PINNACLE

A comprehensive software or managed service solution enabled by a tightly integrated suite of software applications built upon an open SOA based framework. PINNACLE will help you manage the lifecycle of IT Service Support and Service Delivery operations from procurement through provisioning, payment and chargeback.

### Service

Service Configuration  
Business Intelligence  
Data Security

### Integration

Application  
Carriers  
Telephony

### Operations

Service Desk  
E911  
Infrastructure  
Inventory

### Delivery Options

Managed  
Licensed

### Financial

Usage  
Invoice  
Chargeback  
Optimization

## THE PINNACLE COMMUNICATIONS MANAGEMENT SUITE

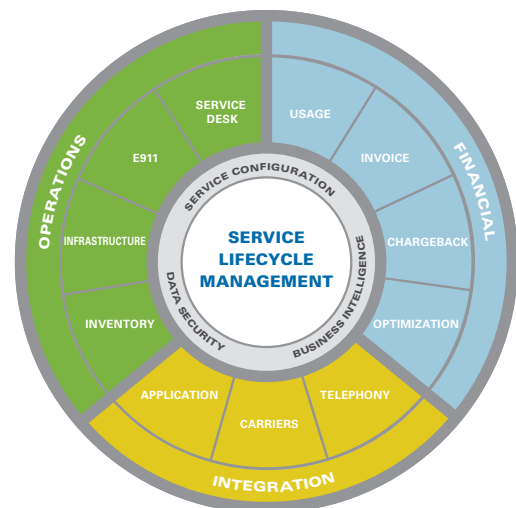
### SERVICE AND DELIVERY SELECTION PROCESS



**CORE:**  
CONFIGURATION MANAGEMENT  
DATABASE (CMDB)



**TECHNOLOGY:**  
STAND ALONE OR SaaS



**APPLICATIONS:**  
SCALABLE INTEGRATED SUITE

## SERVICE MANAGEMENT

Service Management establishes the foundation for managing the lifecycle of your operations by giving you the tools to track the distribution, configuration, and financial accountability for all provisioned services. The key elements included in Service Management are:

### Service Configuration

Quickly identify the location, configuration, inter-relationship, and ownership for all services. Assign financial accountability for all IT services.

### Data Security

Govern functional access for end-users to view and manage services by type, account, organization, etc.

### Business Intelligence

Provides real time insight using powerful dashboards, customizable reports and automated queries that enable you to export and analyze data on demand.



## OPERATIONS MANAGEMENT

Operations Management streamlines the delivery and guarantees the integrity of data essential to supporting your operations.

**Service Desk:** Facilitate electronic fulfillment, automate workflow routing and scheduling of all service orders and incidents.

**E911:** Automatically generate industry standard E911 NENA transactions based on the results of move/add/change/disconnect service orders.

**Infrastructure:** Track every element of your communication infrastructure, including outside and inside cable plant as well as the port assignments and availability of every network provisioning device.

**Inventory:** Manage the lifecycle of physical inventory from procurement through distribution, returns, and replacements of warranted items.

## FINANCIAL MANAGEMENT

Financial Management provides detailed insight into how your network and related services are being used and invoiced by carriers.

**Usage:** Process and analyze all types of usage including traditional telecom switches, VoIP systems, mobile and other network services.

**Invoice:** Automate the processing, reconciliation, payments, and management of disputes for services.

**Chargeback:** Automate financial transactions, establish credit limits and manage collections for billed services.

**Optimization:** Conduct “what-if” analysis to enable proactive performance management.

## INTEGRATION MANAGEMENT

Integration Management automates the exchange of data with your internal switch or carrier’s provisioning systems and other enterprise databases.

**Applications:** Automate the intercommunication of information between business systems.

**Carrier:** Electronically submit and track the lifecycle of service requests, trouble tickets and download comprehensive CSR data.

**Telephony:** Program and audit your PBX or VoIP system with our Switch Manager. Control and monitor cell phone use with our Mobile Device Management (MDM) offering.





# PINNACLE ENTERPRISE

## SERVICE LIFECYCLE MANAGEMENT

### Typical Client Size

- More than 5000 combined communication devices (i.e. office phone, cell phone, laptop etc.)
- More than \$3M annual spend across all communication service types
- 2000+ users of communication services

### Client Markets

- State, local and federal governments
- Higher education
- Health care (insurance, provider networks, multi-hospital environments)
- Fortune 1000, large retail and financial institutions

### Why Source from PINNACLE?

- A track record of over 20 years of customer satisfaction and year-over-year profitability
- Single source to enable management of entire IT service support and service delivery lifecycle
- Our significant R&D commitment assures all product development is all done in-house and never offshore
- Active advisory board of customers provides input to all product development initiatives and future road maps
- National user conference and regional users groups offer significant training and peer collaboration

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## WANT TO FIND OUT MORE?

Contact us today to schedule a meeting with a Solution Consultant.

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