

PINNACLE SBOSS

SERVICE BUREAU OPERATIONAL SUPPORT SYSTEM



PAETEC



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A comprehensive and tightly integrated suite of software applications built upon an open Service Oriented Architecture (SOA) based multi-tenant framework. Manage your customers' lifecycle of IT Service Support and Service Delivery operations from procurement through provisioning, payment and chargeback.

Service

Service Configuration
Business Intelligence
Data Security

Operations

Service Desk
E911
Infrastructure
Inventory

Financial

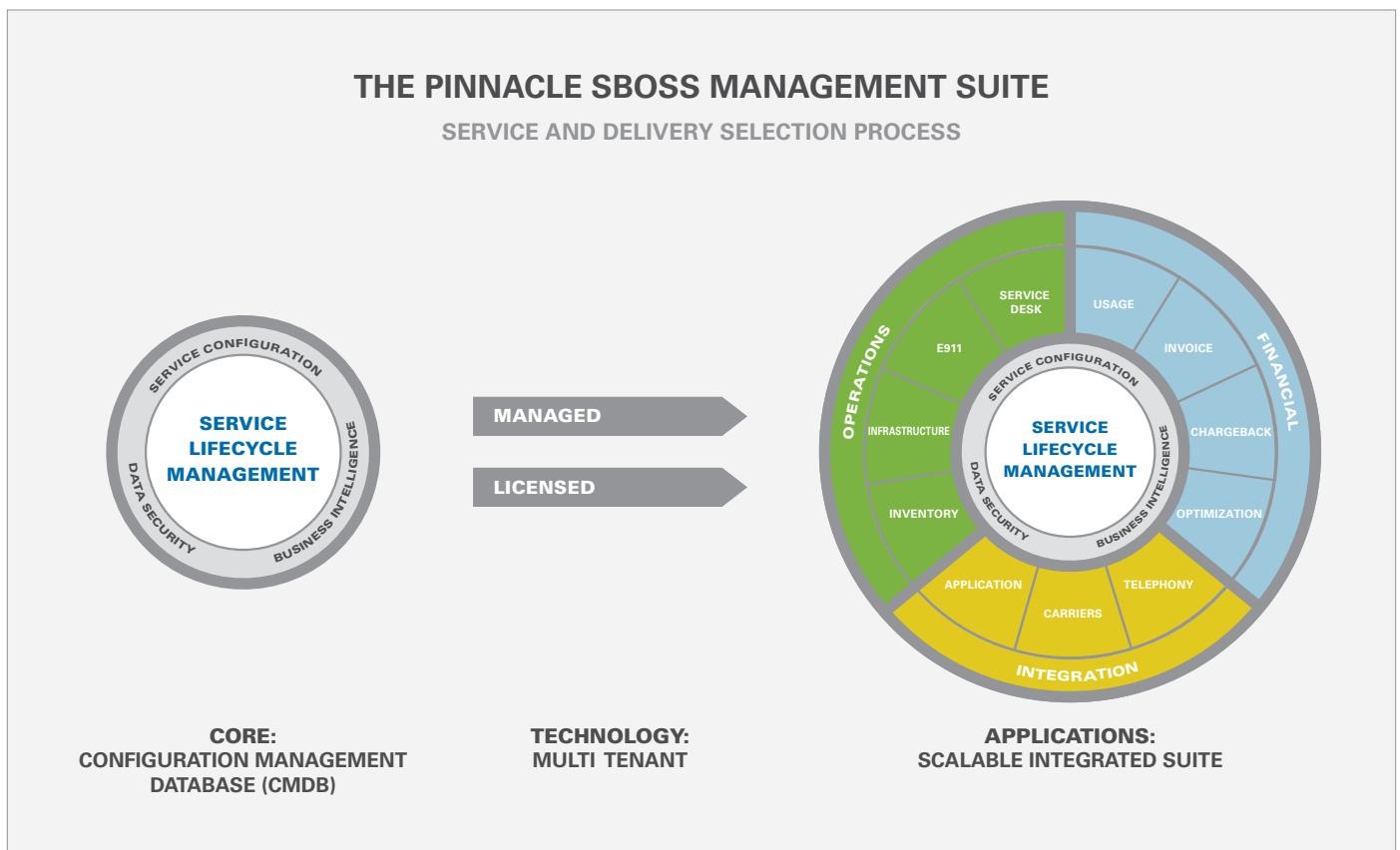
Usage
Invoice
Chargeback
Optimization

Integration

Application
Carrier
Telephony

Delivery Options

Managed
Licensed



YOUR BUSINESS DEMANDS THE BEST PARTNERS

PINNACLE SBOSS is built upon an industry leading and award winning technology platform that has been helping world renowned businesses and institutions manage their service support and service delivery operations for over two decades. PINNACLE SBOSS provides a comprehensive suite

of integrated management tools to help you bring more value to your customers. More than just technology, PINNACLE SBOSS also encompasses expert resources to help you formulate a strategic business plan that will help you increase revenue opportunities.

BECOME A LEADER IN A SERVICE DRIVEN ECONOMY

Now more than ever, organizations are aggressively pursuing the most cost effective options to manage their internal business operations that are in constant disarray from acquisitions, consolidations and perpetual budget constraints. Organizations don't have the expert resources to maximize their investments in the ever-changing and ever-growing array of communication and IT technologies. Your customers are looking for trusted partners that can alleviate these problems and provide an across-the-board cost effective and sustainable solution.

The PINNACLE SBOSS business solution was exclusively designed to support the rapidly growing industry of Service Bureaus who are becoming the most economical and sustainable choice for organizations grappling with these challenges.

Your customers are watching the bottom line like never before. They know that they can leverage the tools of competitive bidding and Internet Retailers to drive the price of commodities like hardware, software and network services down. You can not afford to follow the pack in the race-to-the-bottom of unprofitable margins.

The industry trends are well established. Every competitor eventually comes out with a faster and cheaper solution. Solutions providers know that the only way to grow profit margins is to couple the delivery of their solution with subject matter expertise and ongoing professional services. You need PINNACLE SBOSS to insure that your value proposition truly represents the expert resources and unmatched services that you can deliver to an organization.

RESOURCE LIBRARY

- Sample Contracts
- Pricing Models
- Customer Proposal Templates
- White Papers
- Presentation Templates
- Site Assessment Tools
- Marketing Material
- Employee Proficiency Assessments
- Training Resources
- Case Studies
- Best Practice Documents
- Sample RFPs

BUSINESS SUPPORT

- Business Plan Development
- Ongoing Business Strategy Support
- Financial Models To Maximize Profitability
- Sales Training
- Technical Field Support
- Consulting
- Business Assessments
- Solution Selling Tactics
- Job Descriptions

A NEW PARADIGM IN CUSTOMER SERVICE

PINNACLE SBOSS establishes new standards in facilitating comprehensive Telecom Expense Management (TEM) activities and real time Business Intelligence (BI) across your entire customer base. PINNACLE SBOSS provides a means to communicate with your customers over the web to streamline the lifecycle of procurement, provisioning, payment and cost allocation activities. With PINNACLE SBOSS, you become the one-stop shop for your customers.

PINNACLE SBOSS was built upon powerful Web 2.0 technologies to facilitate real time insight into all elements of your customers' communications and IT infrastructure. Using PINNACLE SBOSS to power your Service Bureau, you will be able to provide 24x7x365 access to your customers to track the configuration, cost, location and ownership of all their services.

In addition, PINNACLE SBOSS was built upon an open, industry standard framework to provide a means to automate the exchange of information with your customers and internal business systems like Human Resources (HR), General Ledger (GL), Accounts Payable (AP) and Customer Resource Management (CRM).

A USER INTERFACE DESIGNED BY END USERS FOR END USERS

- Search by any field throughout the entire application for existing or missing data.
- Configure data entry requirements to obtain qualified service requests.
- Customize and save common searches.
- Execute, schedule and save reports.
- Conduct spreadsheet-type ad hoc graphical and slice-and-dice analytics.
- Use dashboards to graphically aggregate results against defined Key Performance Indicators (KPIs).
- Intuitively apply changes to multiple records simultaneously.
- Streamline management activities through wizards that effortlessly guide you through the steps.
- Review and manage all the information about a particular record from a single unified window.
- Incorporate user defined fields that become part of the standard application.
- Attach documents to key data records.
- Establish a comprehensive audit trail on emails and other ad hoc notes.

The image displays two screenshots of the PINNACLE SBOSS user interface. The left screenshot shows the 'INVOICES' list view, featuring search filters for Invoice, Vendor, Invoice Status, Fiscal Year, and Invoice Date. Below the filters is a table of invoice records with columns for Invoice ID, Vendor, Payment Account, and Invoice Date. The right screenshot shows the 'INVOICE ITEMS' detail view for a specific invoice (Invoice 040209), displaying a table of usage items with columns for Item ID, Invoice Item Type, Usage Subtype, New Charges, and Vendor Code. The interface includes navigation tabs like 'Invoices', 'Reconciliation', 'Disputes', 'Invoice Files', and 'Dashboards', along with search and action buttons.

EXPANDING YOUR VALUE PROPOSITION

PINNACLE SBOSS will help you provide the following services to your customers:

MANAGE YOUR CUSTOMERS' SERVICES AND ASSETS

- Track the configuration and interrelationships of all mobile and landline services.
- Obtain immediate insight into the logical configuration of complex WANs.
- Expedite auditing of your customers' global telecom and IT inventories.
- Automate data loads from other enterprise systems such as HR and GL.
- Proactively identify and eliminate duplicate telecom assets and services.
- Publish policies that define appropriate usage of assets and services.

MANAGE NETWORK USAGE AND CALL ACCOUNTING

- Analyze utilization of your customers' telecom services in near real time.
- Evaluate actual consumption of mobile usage against contracted commitments.
- Proactively manage the capacity and availability of expensive leased vendor circuits.
- Align consumption to actual business requirements to eliminate unnecessary expenses.
- Ensure proper utilization of services and promptly identify misuse.
- Identify potential service quality issues.

MANAGE INVOICES, DISPUTES AND PAYMENTS

- Process carrier invoice payments and disputes in a timely manner.
- Establish a central storage location for all contract agreements.
- Automate the reconciliation of invoices against service inventory and contracted rates.
- Manage the lifecycle of disputes through resolution and recovery.
- Automate payment notifications to Accounts Payable (AP) systems.
- Scorecard vendor performance against established benchmarks.

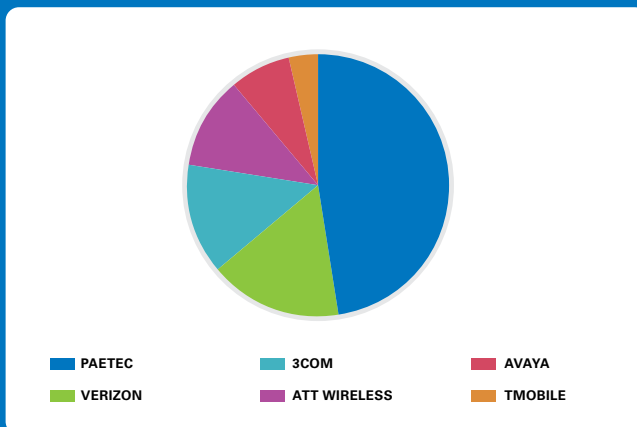
MANAGE SERVICE DESK OPERATIONS

- Single point of control for provisioning activities.
- Provide real-time insight to tracking the lifecycle of service orders and resolution of issues.
- Streamline data entry through powerful Service Catalog templates.
- Enforce efficient standardization of data entry and quality assurance of all service orders.
- Prioritize resolutions to enable root-cause analysis.
- Graphically analyze service orders relative to defined key performance indicators (KPIs) such as Mean Time To Activate (MTTA) and Mean Time To Repair (MTTR)

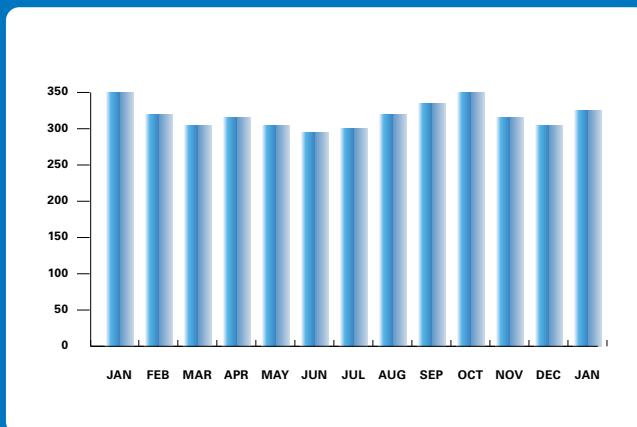


Powered by **PINNACLE**

VENDOR SPEND



PAETEC SPEND BY MONTH:



SBOSS HOSTED INFRASTRUCTURE

PINNACLE SBOSS customers have the option to procure the software as a License or have PAETEC host their operation from our commercial SAS70 certified data center. Because our customers demand 24x7x365 continuous service, our data center is engineered to the highest standards to enable three primary objectives on which PAETEC stakes our reputation.

1. AVAILABILITY

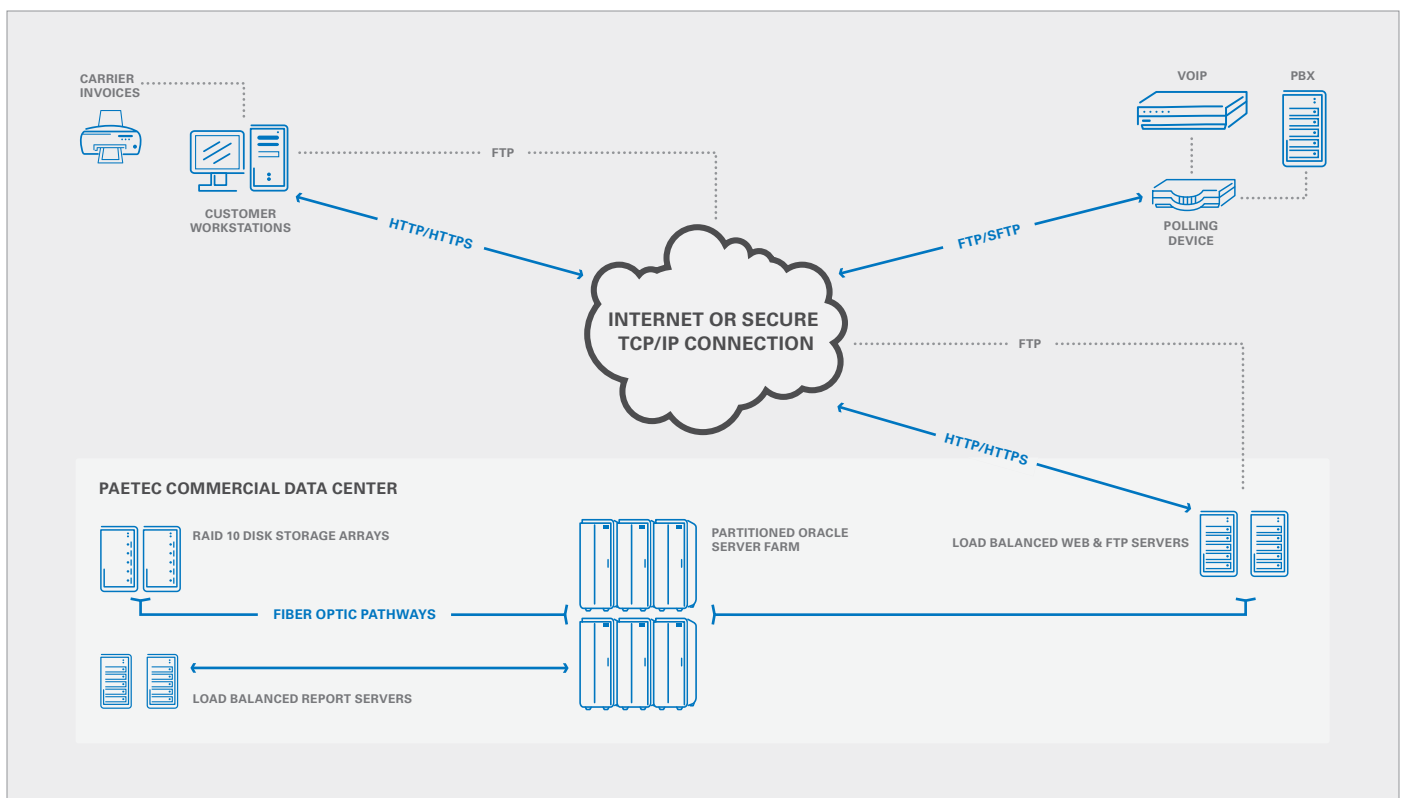
Data Center supporting PINNACLE SBOSS relies on redundant disk arrays configured to RAID 10 specifications and adhering to the strictest standards of regularly scheduled maintenance across our robust, concurrently maintainable systems.

2. FLEXIBILITY

The Data Center supporting PINNACLE SBOSS supports fast, seamless growth and deployment of new services without a major overhaul to any facet of the infrastructure, avoiding any major disruption to operations.

3. SCALABILITY

The Data Center supporting PINNACLE SBOSS is designed for changing requirements. Not only is the Data Center scalable, but our nationwide, redundant network also has the capacity to sustain rapid performance growth and increase the number of hosted customers while continuing to provide quality services.



WANT TO FIND OUT MORE?

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

800.776.2750

www.pinnaclesboss.com