

# PINNACLE ONLINE

NEXT GENERATION EXPENSE MANAGEMENT



## WHAT IS PINNACLE ONLINE?

PINNACLE Online is an industry leading Software as a Service (SaaS) expense management solution that provides you real time measurements and a comprehensive suite of integrated management tools that go well beyond traditional disparate IT and Telecom Expense Management (TEM) applications. PINNACLE Online provides you a unified view of your landline and mobile services to help you proactively reduce expenses. Using powerful interactive analytics, you will establish the upper hand in negotiating contracts favorable to your actual consumption and business requirements.



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## COMPREHENSIVE EXPENSE MANAGEMENT

The PINNACLE Online expense management solution is derived from our award winning and industry leading PINNACLE Communication Management Suite. PINNACLE has been a leading Financial and Operations enterprise management solution for many premier businesses and institutions since 1988. PINNACLE Online includes the primary management functions of the PINNACLE enterprise solution. PINNACLE Online is offered exclusively as an affordable Software as a Service (SaaS) monthly subscription and requires no additional software installation.

PINNACLE Online offers superior value beyond the traditional limitations of using disparate Telecom Expense Management (TEM), Call Accounting, Configuration Management Database, Helpdesk and Service Provisioning systems.

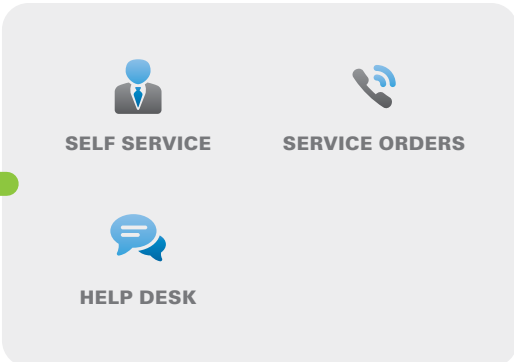
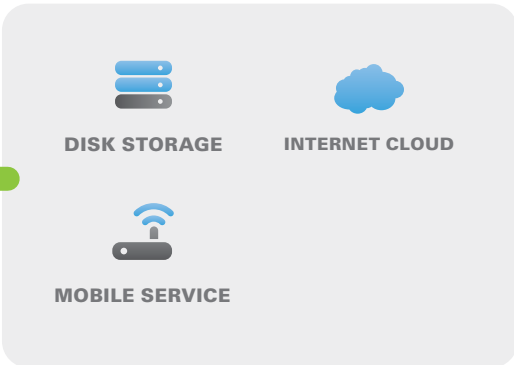
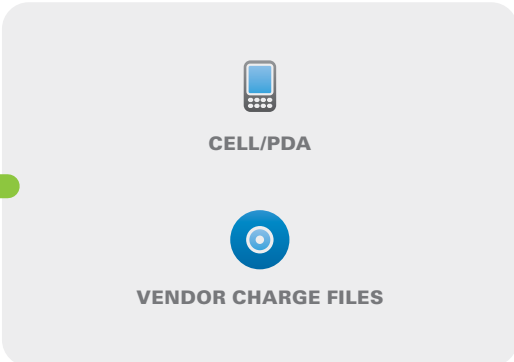
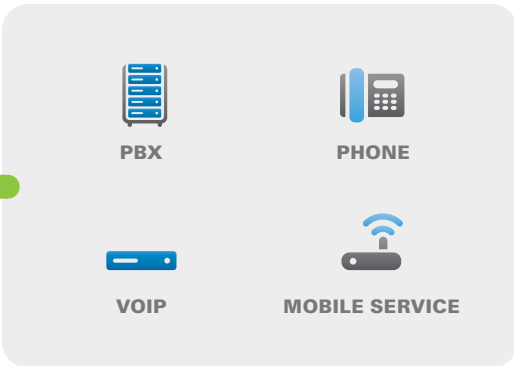
### POWERFUL REAL TIME INSIGHT

With PINNACLE Online, you will be able to:

- Maintain real time audits of the location, ownership and use of all your communications services.
- Conduct multi-dimensional spend analysis by vendor, invoice, location and stakeholder.
- Compare the actual use of your communications services to commitments.
- Standardize the procurement and provisioning of communications services.
- Streamline the resolution of issues affecting quality and continuity of services.



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## CONFIGURATION MANAGEMENT DATABASE (CMDDB)\*

- Intuitive multi-dimensional real time reporting and business intelligence.
- Track the configuration and interrelationships of mobile and landline services.
- Provide immediate insight into the logical configuration of complex WANs.
- Ensure efficient and accurate financial accountability of all landline and mobile services.

## ◀ USAGE MANAGEMENT

- Improve financial forecasts and usage planning of all your communications services.
- Ensure proper utilization of services and proactively identify misuse.
- Configure flexible rate structures to meet your organization's diverse cost allocation requirements.
- Proactively identify and eliminate duplicate communications services.

## ◀ INVOICE AUDITING & DISPUTE MANAGEMENT

- Ensure timely recovery of credits, efficient management of short-pays and no-pay decisions.
- Automate the reconciliation of invoices to service inventory and contracted rates.
- Strategically negotiate contract prices, terms and conditions using dynamic business intelligence analysis.
- Evaluate actual consumption of mobile usage against contracted commitments.

## ◀ SERVICE INVENTORY

- Maintain a comprehensive inventory of telephones, circuits, and mobile devices.
- Expedite auditing of your global telecom and IT inventories.
- Configure templates to track the key components of your communications services.
- Enforce efficient standardization of data entry and quality assurance.

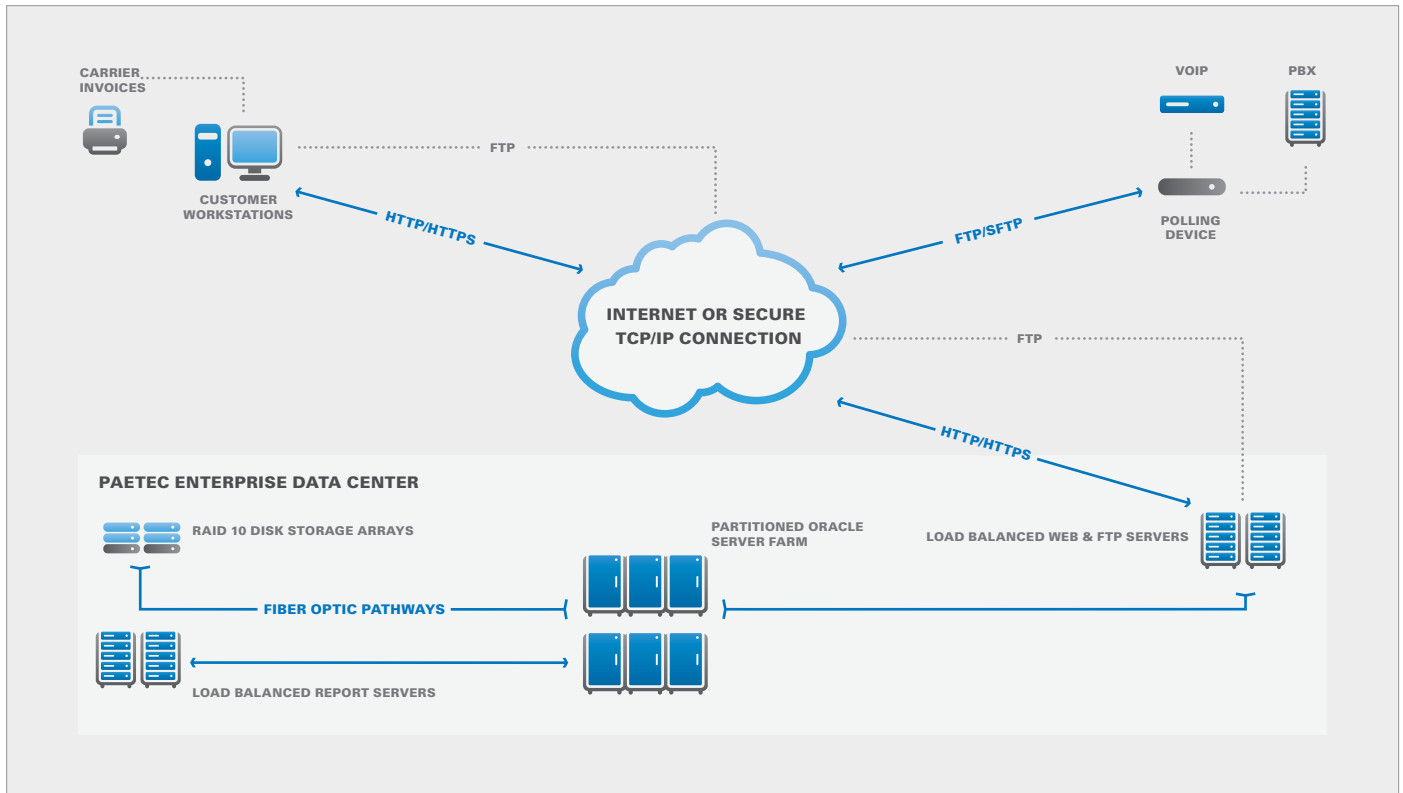
## ◀ SERVICE DESK

- Provide single point of control for provisioning services and resolving incidents.
- Leverage service catalogs, structured workflow and authorization profiles to streamline orders.
- Provide real-time insight to tracking the lifecycle of service orders and incidents.
- Use Dashboards to benchmark and scorecard vendor performance.

## THE PINNACLE ONLINE DIFFERENCE

The PINNACLE Online expense management solution is hosted from our SAS70 certified enterprise data centers. There is no software installation. There are no restrictions to the number of users that may access PINNACLE Online. Every employee in your organization can access the system at anytime from anywhere across the Internet. Using Internet Explorer or Firefox, your users will be able to:

- Obtain a single unified view of all your communications services.
- Search by any field throughout the entire application for existing or missing data.
- Customize and save common searches.
- Execute and save parameterized reports.
- Conduct and save parameter driven slice-and-dice analytics and graphs.
- Graphically analyze results using interactive dashboards.
- Intuitively apply changes to multiple records simultaneously.
- Activate User Defined Fields that become part of the standard application.
- Unify disparate business functions into a comprehensive Information Repository.
- Attach documents.
- Establish a comprehensive audit trail on emails and other ad hoc notes.



[www.pinnaclecorp.com](http://www.pinnaclecorp.com)  
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personalizing business communications

