

PINNACLE

SERVICE LIFECYCLE MANAGEMENT



PAETEC



PINNACLE COMMUNICATIONS MANAGEMENT SUITE

A comprehensive and tightly integrated suite of software applications built upon an open SOA based framework to manage 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

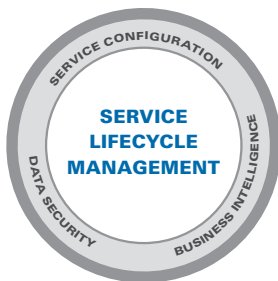
Application
Carriers
Telephony

Delivery Options

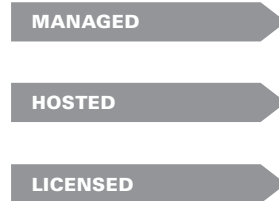
Managed
Hosted
Licensed

THE PINNACLE COMMUNICATIONS MANAGEMENT SUITE

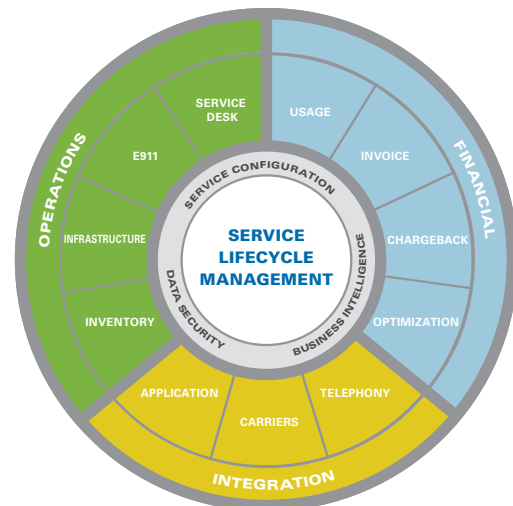
SERVICE AND DELIVERY SELECTION PROCESS



CORE:
CONFIGURATION MANAGEMENT
DATABASE (CMDB)



TECHNOLOGY:
UNLIMITED PORTABILITY



APPLICATIONS:
SCALABLE INTEGRATED SUITE

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:

Hosted Services

Your PINNACLE database is hosted from one of PAETEC’s carrier-class Data Centers, eliminating any investment in hardware and ongoing IT support costs. PAETEC assumes full responsibility for maintaining PINNACLE, managing upgrades, backups, testing, recovery, and performance tuning the database. PAETEC provides hosted support for every customer including interim support for licensed customers to alleviate latency associated with procuring, installing and configuring servers.

Managed Services

In addition to all the IT support functions, your organization decides which support processes will strategically be outsourced to PAETEC.

Licensed Software

Your organization manages the PINNACLE application in-house on any platform supported by Oracle according to your internal standards and operating requirements. Your maintenance agreement guarantees you have access to the most up-to-date maintenance, enhancement, and version releases.

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 is the only solution that supports seamless migration between delivery options. PINNACLE is unique in its technology approach for hosted solutions because it is the exact same technology provided to licensed customers. Since the entire business logic is encapsulated within the Oracle database, customers are

not locked into a specific operating system platform. PINNACLE provides the same level of end-user access and flexibility to all licensed and hosted customers that are accessing PINNACLE from our carrier-class Data Centers.

SEAMLESS MIGRATION BETWEEN DELIVERY SOLUTIONS			
CUSTOMER INFRASTRUCTURE		PAETEC INFRASTRUCTURE	
LICENSED	INVOICE LOADS	SaaS/ASP	MANAGED SERVICES
<ul style="list-style-type: none"> Customer manages all support operations Scalable Integrated Solution Complete source code Embedded personalization tools and APIs 	<ul style="list-style-type: none"> PAETEC can load monthly invoices 	<ul style="list-style-type: none"> Embedded personalization tools and APIs PAETEC can load monthly invoices PAETEC manages all upgrades and tuning 	<ul style="list-style-type: none"> Embedded personalization tools and APIs PAETEC loads monthly invoices PAETEC can provide other BPO services

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: Manage the programming and automate audits of your PBXs and VoIP systems.





PINNACLE

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 PAETEC?

- 20 year proven track record of customer satisfaction and year-over-year profitability
- Single source to enable management of entire IT service support and service delivery lifecycle
- Latest technological innovations focus on
 - » Real-time business intelligence
 - » Customization without compromise
 - » Complete OS platform independence
 - » Enabling integration via open, industry-standard technologies (SOA, SOAP, web services)

WANT TO FIND OUT MORE?

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

800.776.2750
software@paetec.com
www.pinnsoft.com