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Richard Gregory
Telecommunications Manager
Lawrence Berkeley National
Laboratory

Industry:
Research

Size:
3,800 Employees

Location:
Berkeley, CA

Web site:
www.lbl.gov

Lawrence Berkeley National Laboratory

Customer

Lawrence Berkeley National Laboratory (Berkeley Lab) has been a leader in science and engineering research for more than 70 years. Located on a 200-acre site in the hills above the University of California's Berkeley campus, adjacent to the San Francisco Bay, Berkeley Lab holds the distinction of being the oldest of the U.S. Department of Energy's National Laboratories. The Lab is managed by the University of California, operating with an annual budget of more than \$500 million (FY2004) and a staff of about 3,800 employees, including more than 500 students.

The Information Technologies and Services Division (ITSD) supports Berkeley Lab's scientific mission by developing and maintaining the Laboratory's computing, information, and communications infrastructure. This infrastructure includes networking and telecommunications, desktop computing support, information systems for management, scientific, and technical information, and computer security.

Situation

Several years ago, Berkeley Lab's ITSD considered it time to move on from their existing communications management system, looking for an advanced communications management solution. With technologies developing towards integrated and automated systems, Berkeley looked to install PAETEC's PINNACLE Communications Management software. ITSD Telecommunications Manager Richard Gregory had been following PINNACLE's development for the past eight years and chose the PAETEC solution based on the fact that PINNACLE would help Berkeley Labs to "automate several communication processes and reduce the effort needed to continue moving forward with technology."

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Solution

Although Gregory realized "the PINNACLE product is much better than the competitors'," he admitted that Berkeley Labs chose PINNACLE based on their superior Customer Service. "The biggest benefit of working with PAETEC and PINNACLE is the interface and interaction between our companies," said Gregory. "If we have a problem, PAETEC will fix it."

With support from the PINNACLE Customer Service support team, Berkeley Labs successfully implemented several PINNACLE modules – the Billing Manager and Facilities Manager. With these modules, Berkeley Labs now has access to call details, can validate personal line usage, as well as process cellular calls, which they could not do through their previous communications management system. According to Gregory, "PINNACLE eliminated the need for additional processes and allowed us to avoid additional costs. If Berkeley Labs didn't choose PINNACLE, we would have had to implement a separate system to handle all cellular calls. "

Result

Other than a minor interface glitch with Teledyne's 911 product, which Customer Service resolved within a day, PINNACLE has been successfully implemented at Berkeley Labs. "If we have a problem," Gregory stated, "the Berkeley staff calls the Customer Support Center and speaks to our contact, David Sansone. Customer Care is always helpful, which is why we chose PINNACLE to begin with." Gregory continued, "We knew the PINNACLE product was a very customer-oriented solution when we chose it. My expectations have always been met."

In the next six months, Gregory hopes to upgrade to PINNACLE Version 5 (V5). Berkeley's initial implementation went very smoothly and they are hoping for the same during the software upgrade. "PINNACLE staff members were out here [Berkeley Labs] for a couple of weeks leading training sessions," Gregory stated, in regards to the initial implementation. With PAETEC, "It is more of a partnership. The PINNACLE team takes ownership of any issues." Gregory's experience with superior Customer Service and a reliable management solution are why Berkeley Labs will continue with PINNACLE in the future.