



## PINNACLE Solves Problems for Foremost Financial Institution

The PINNACLE solution has been implemented globally to solve multiple operational and financial challenges at one of the largest financial institutions in the world. After an extensive RFP and evaluation process, this company chose the PINNACLE Service Lifecycle Management application for their service delivery, service support, service provisioning, call detail collection, reporting, and chargeback functions.

The ordering, provisioning, and service inventory processes and systems for this organization were insufficient to manage the tens of thousands of orders and millions of dollars in voice and data services for which the customer team was responsible. Prior to engaging the PAETEC team, internal chargeback was not accurate and scores of services were unaccounted for.

PAETEC deployed consulting and engineering resources to partner with the customer team to ensure that the appropriate business processes were coupled with a custom designed project plan and application deployment. A phased approach was leveraged to address specific operational and financial issues identified by the customer and their PAETEC consulting team. PINNACLE has saved this customer millions of dollars and countless full-time equivalents as enhancements and new phases have been deployed over the life of this project. The PAETEC and customer partnership has shown that a PINNACLE implementation, while complete and in production, should also evolve and grow as the customer organization pursues their goals and objectives throughout the years.

## FINANCIAL INSTITUTION

Within this customer's operation, the PINNACLE application integrates to a number of existing enterprise applications to facilitate ordering, provisioning, and validation of services. Human resources, financial, and service related data are interchanged and validated among the systems to ensure that orders are processed and fulfilled in an efficient manner and that periodic validation is accomplished to retain control over a service inventory that is very large, diverse in nature, and spread out over many geographic regions.

One of the most complex and distributed components of this project is the call detail collection and reporting for a number of call centers, as well as thousands of physical locations. Millions of call records are collected, processed, rated, and made available for reporting and security research every month. The PAETEC team constantly monitors this activity to ensure the integrity and reliability of the call data at all times.

Integrated PINNACLE functionality and data access makes it possible for multiple operating units of this organization to have visibility and reporting from the same tool, regardless of physical location or operational needs. Management reporting is facilitated through the central repository, providing visibility into the voice and data communications expenditures and usage throughout the organization.

Utilizing a "managed service" model, where the application and data are housed in a secure PAETEC data center, PAETEC and the customer manage the provisioning of tens of thousands of lines and circuits, millions of call records, and millions of dollars in cost recovery each month. The PAETEC Managed Services team also provides support and monitoring for this highly successful partnership.

### Contact a PAETEC Solutions Consultant to learn how organizations are using PINNACLE to:

- Consolidate the management of operations from several disparate billing, order processing, and infrastructure management support systems
- Provide value-added self-service to their customers such as electronic order fulfillment, electronic invoicing, and an array of powerful reports
- Automate cost accounting and chargeback activities for a variety of technologies such as: infrastructure-based voice, data, and video services, as well as all wireless-based communications
- Streamline the processing, reconciliation, and payment of vendor invoices, while also improving the effectiveness of managing disputes with carriers
- Automate the provisioning of PBX and Carrier service

### About PAETEC Software Corp.

PAETEC Software Corp. is a subsidiary of PAETEC Holding Corp. (NASDAQ GS: PAET). Its award-winning telecommunications management software, PINNACLE, has been used for over two decades by large businesses, universities, and government agencies, and received the 2007 Product of the Year Award by TMC's Communications Solutions for the PINNACLE v6 product.

### Contact Us

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