



## PINNACLE Creates Massive Savings for Premier Retailer

One of the largest and fastest growing retailers in North America went through an extensive application and business partner evaluation process which involved an RFP, multiple on-site demonstrations, customer interviews and product evaluation. After final evaluation, this company chose the PINNACLE Service Lifecycle Management application for their service delivery, service support, and Telecom Expense Management (TEM) functions.

The primary objectives of this large corporation revolved around gaining control of their enormous service inventory; reduction in the number of internal systems, databases and spreadsheets; improved data integrity; and cost savings through the implementation of TEM processes for invoice reconciliation and payment.

The PAETEC team has worked hand-in-hand with the customer team to accomplish these critical objectives and provide cost savings that continue to grow and have reached into hundreds of thousands of dollars. By leveraging the automation available in the PINNACLE application, the

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customer has been able to reduce the headcount involved in the invoice payment process. Invoices flow through the reconciliation, approval, and payment processes more accurately and in a shorter time frame than was ever possible utilizing the previous manual processes.

In addition, the integrated PINNACLE functionality and data repository has provided documented improvements in accuracy, as well as an elimination of numbers points of duplicate, manual data entry within the service provisioning, delivery and support organizations. The customer team proactively maintains a service inventory which is used in the automated invoice reconciliation process. Vendor and carrier Electronic Data Interchange (EDI) files are processed into the PINNACLE application for comparison against the service inventory, contract rates, and invoice history to ensure that they are only paying the appropriate charges and paying for services that belong to their company.

Management now has visibility into their voice and data communications expenditures with unprecedented ease and flexibility. They are now able to view and analyze the many components of their communications spend in a number of different ways, such as by location level, by vendor, and by service type. Because of the huge number of locations for which the team maintains responsibility, the ability to view and analyze the communications data from a single, reliable source is essential to efforts to optimize utilization of the voice and data communications network throughout North America. To date, this customer has processed communications invoices from over 200 vendors and carriers with a spend approaching \$100 million.

The corporation utilizes the PINNACLE Service Lifecycle Management suite in a "licensed" model, where the application and database reside on servers within their own data center. The PAETEC team provides consulting and support on all facets of the implementation and operation of the PINNACLE application to ensure that the customer leverages the application to its fullest extent.

### 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

800.776.2750 • [www.pinnsoft.com](http://www.pinnsoft.com) • [software@paetec.com](mailto:software@paetec.com)