



NEWS RELEASE

FOR IMMEDIATE RELEASE

**PAETEC's PINNACLE Software Announces Virtual Private Database**  
*Enhancement allows CIOs and Service Bureaus to Consolidate  
IT Expense Management Systems*

**FAIRPORT, N.Y. – March 1, 2010** – PAETEC Software Corp., which produces the award-winning PINNACLE Communication Management Suite of software applications, today announced its official release of the PINNACLE Virtual Private Database (VPD). The module provides a cost effective means for organizations to “virtualize” the use of PINNACLE across their entire IT organization or multiple organizations from a single installation of PINNACLE.

Cope Ustunkok, the PINNACLE product manager said of the release, “Our latest innovation to the PINNACLE Communication Management Suite is designed to help organizations operate multiple independent service desks, help desks or management of IT inventories from a single installation. PINNACLE VPD virtualizes the organization’s different service support and service delivery operations in a highly scalable, flexible and cost effective manner.”

PINNACLE VPD provides new powerful row-level security that allows enterprises and service bureaus to partition user access by administrator-defined “tenants”. A significant innovation behind PINNACLE VPD is that it works transparently by modifying requests for data in order to access a secure view of the organization's information specific to the user security privileges. Administrators can be assigned to multiple tenants to oversee the entire operation or just specific tenants.

“PINNACLE VPD is an excellent fit for the rapidly emerging industry of Service Bureaus that are focusing on providing specialized services to the mid-market,” said Dana Risley, director of

PINNACLE service bureau business operations. “Organizations have responded to the economic downturn by focusing on core competencies and leveraging Service Bureaus with highly dedicated subject matter experts to manage the procurement, provisioning, payment and financial allocations for IT and communications services.”

“The innovations of PINNACLE VPD expands our market opportunities and enhances delivery options to our customers,” says Josh Moscov, senior director PINNACLE sales and business operations. “The government market, large diverse enterprises and service bureaus require the flexibility of serving several autonomous IT organizations without the overhead and additional costs of managing multiple disparate IT management systems. PINNACLE VPD provides a cost-effective solution to consolidating systems and eliminating overhead resulting in significant savings to our customers.

**About PAETEC Software Corp.**

PAETEC Software Corp. is a subsidiary of PAETEC Holding Corp. (NASDAQ GS: PAET). Its award winning telecommunications management software, PINNACLE, coupled with ITIL Certified Consultants, has been used for over 20 years by large businesses, universities, government agencies and service bureaus. The software received the 2009 TEM Excellence Award from TMC’s INTERNET TELEPHONY magazine. For more information on PINNACLE, please visit [www.pinnsoft.com](http://www.pinnsoft.com).

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