

PINNACLE Business Solutions (Delivery Options)

Business Challenge

Organizations are seeking the most cost-effective technology solution to support their Service Lifecycle Management business activities. Traditional hosted solutions normally restrict customers into using a specific proprietary platform that may not offer the best overall long-term solution. Outsourced solutions often offer restricted accessibility and limited report capabilities. Additional features are typically charged a la carte. Achieving data exchange automation by integrating with internal systems is still a challenging engagement. Especially for pure-play outsourcing vendors since a large number of people often support the infrastructure relying on closed legacy technologies. Inflexible proprietary solutions force organizations to select a solution that may not scale to accommodate growth or long-term business objectives.

Solution

PINNACLE is built upon an innovative open-ended Service Oriented Architecture (SOA) to provide the same functionality to customers on all three supported business solutions:

1. Licensed for customers that install PINNACLE on internal systems.
2. Hosted/Managed Service where PINNACLE is housed in a PAETEC Data Center.
3. Selective Business Process Outsourcing where PAETEC assumes responsibility for managing some aspect of the customer's support operations.

PINNACLE enables you to select the solution that satisfies your specific business needs today and seamlessly migrate to any other platform based on your changing business conditions. PAETEC has a ten-year history of hosting customers from its carrier-class data centers.

Flexible Business Solutions

Service oriented architecture (SOA) is an open-standard technology that enables PINNACLE to extend the value of its features beyond standard functionality. It eliminates the restrictions of typical closed proprietary solutions. Customers can leverage the full capabilities of PINNACLE over a local network or Internet connection with no degradation.

SEAMLESS MIGRATION BETWEEN DELIVERY SOLUTIONS			
CUSTOMER INFRASTRUCTURE		PAETEC INFRASTRUCTURE	
LICENSED	INVOICE LOADS	SaaS/ASP	MANAGED SERVICES
<ul style="list-style-type: none"> • Scalable Integrated Solution • Complete source code • Customization tools and APIs 	<ul style="list-style-type: none"> • PAETEC loads monthly invoices 	<ul style="list-style-type: none"> • Customer manages all support operations • Customization tools • PAETEC loads monthly invoices • PAETEC manages all upgrades and tuning 	<ul style="list-style-type: none"> • Selective outsourcing • Customization tools • Cooperative service delivery and service support organizational framework



PINNACLE is unique because 100% of the business logic and user interface is contained within the Oracle database, including customizations configured by end-users. Migrating between a licensed and hosted solution is as simple as creating a database backup and re-installing on a different server. PINNACLE enables integration over a local network or the Internet using the same industry standard protocols. The standard solution offerings for PINNACLE include:

- **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.
- **Hosted/Managed Service** – 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.
- **Selective Business Process Outsourcing** – In addition to all the IT support functions, your organization decides which support processes it will strategically outsource to PAETEC.

PAETEC provides hosted support for every customer including interim support for licensed customers to alleviate latency associated with procuring, installing and configuring servers. PINNACLE is unique in its technology approach for hosted solutions because it is the exact same technology provided to licensed customers.

Selective Business Process Outsourcing

Ask your PAETEC Solutions Consultant how our managed solutions can address your business requirements.

Supported Managed Services

PAETEC continues to expand its portfolio of managed service offerings based on market requirements. Customers can select the services they would like to have supported by PAETEC from the five different categories listed below.

System Administration

Encompasses all the IT service support activities for hosting the PINNACLE application in a PAETEC Data Center. Leveraging the PINNACLE technology platform, PAETEC is able to provide more than the traditional infrastructure maintenance services by enabling you with information to help you improve the performance of your organization.

Service Management

Service Management services help you manage accountability and track the distribution, and configuration for all provisioned services.

Financial Management

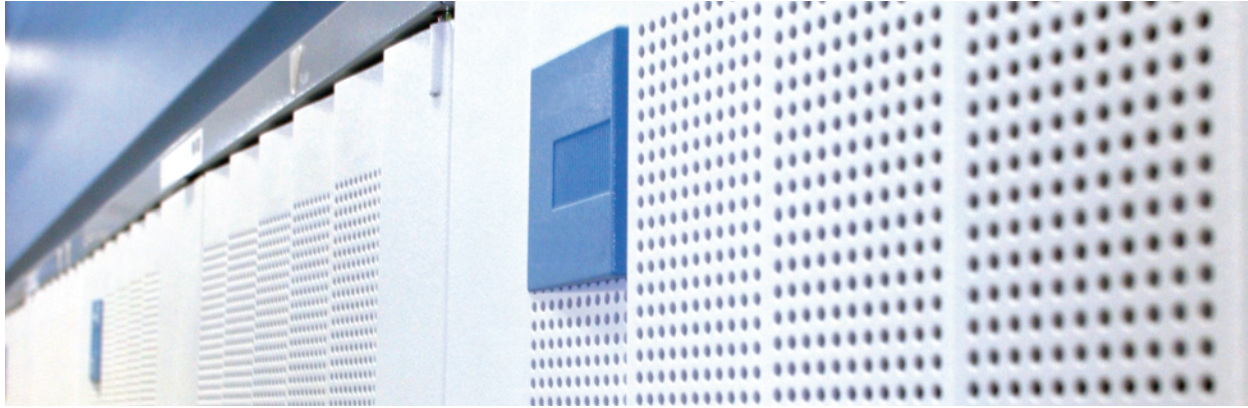
Financial Management services help provide detailed insight into how charges are allocated and billed by tracking or managing how your network and related services are being used and invoiced by carriers.

Operational Management

Operational Management services alleviate the overhead of managing the day-to-day operations.

Integration Management

Integration management services help automate the exchange of data with other enterprise services, your internal switch or, other carrier's telecommunications provisioning systems.



Category	Outsource Option
System Administration	<ul style="list-style-type: none"> • Monitor end-user performance • Manage end-user security and authentication • Manage all user accounts • Distribute raw switch data DVDs to the customer
Financial Administration	<ul style="list-style-type: none"> • Process vendor invoices • Initiate disputes with carriers • Service and network cost optimization • General Accounts Payable (AP) feed file • Managing General Ledger (GL) feed file • Managing Billing Receivable (BR) feed file • Manage voice rating system administration • Manage call accounting • Manage charge back activities • Manage internal payments - Higher Ed only • Student Resale - Higher Ed only • Affiliate Billing Services - Higher Ed only • Custom reports
Integration Management	<ul style="list-style-type: none"> • Manage Switch Audit Process
Operations Management	<ul style="list-style-type: none"> • Manage service desk operations
Service Management	<ul style="list-style-type: none"> • Manage Service Inventory • Manage financial ownership • Manage reports

Carrier Class Data Center

PAETEC is unique in the TEM industry because it manages its own national high-bandwidth IP network and carrier-class Data Centers. Customers can access hosted services over a secure Internet connection or establish their own private network connection. PAETEC's hosted solutions provide many features that alleviate the concerns of managing PINNACLE internally including:

- PAETEC's multiple carrier-class data centers are appropriately staffed for 24x7x365 infrastructure support.
- High-availability on a fully redundant, fault-tolerant IT and support infrastructure in which all-possible hardware failures are predetermined and predictable, eliminating interruptions to normal data center operations.
- Regularly scheduled maintenance across our robust, concurrently maintainable systems allows for constant uptime and high availability.
- Support for fast, seamless growth and deployment of new services without a major overhaul to any facet of the infrastructure, avoiding any major disruption to operations.
- Unrestricted scalability to support changing requirements. Not only is our Data Center scalable, but our nationwide, redundant network also has the capacity: to sustain rapid performance growth, increase our hosted customer base, and continue providing quality services.



PAETEC's success depends upon exceeding customer expectations every day. We are intensely focused on customers and continuously improve the effectiveness of our quality management system. PAETEC has maintained ISO 9000 certification since 2000.

Contact Us

www.pinnsoft.com
software@paetec.com
800.776.2750

PAETEC's Infrastructure includes

- Oracle Database Engine running on Sun Microsystems Hardware
- Cisco Networking Equipment
- UPS / On-site Generators
- EMC Time Finder (Back-up)
- Hot Back up (Six days a week) (no disruption in availability)
- Cold Back up (Once a week) (ten minute disruption)
- Two levels of fault-tolerance:
 - (A) Redundancy - replicate equivalent data off-site
 - (B) Fault Tolerance - replicate data locally
- CPU Memory utilization monitored by Data Center staff
- Capacity Threshold - at 75% increase capacity or upgrade hardware
- Managing over 1 billion active call records on-line
- Supporting over 100 universities and 700 remote business sites
- Producing over 60,000 monthly financial statements for customers
- Receiving, processing, and feeding dozens of 3rd party carrier invoices