



# Discover PINNACLE V6

## Imagine a New Paradigm of Integrated Functional Intelligence

New standards in usability and customization that will allow your organization to do things that were never before possible. Master the lifecycle management of your IT and Telecommunications service support and service delivery operations with ease and precision.

PINNACLE V6 breaks the mold of conventional enterprise solutions. It enables each end-user to personalize the look and feel of the application, learn how they learn best, and manipulate reports and dashboards – all within the standard PINNACLE technology framework.

## Personalization Without Compromise

Organize your user interface the way you want it. Simplify the navigation based on your specific business needs.

- Customize interfaces to accommodate specific job roles and responsibilities
- Structure the terminology to your organization's definitions
- Tailor window presentation to each end-user
- Save and automate sophisticated searches

## Navigation Without Roadblocks

PINNACLE V6 technology innovations provide you with the option to navigate the application and manipulate data the way you want.

- Single click navigation to immediate operations
- Page memory when navigating between windows
- Bread crumbs to streamline navigation
- Step-by-step wizards simplify complex transactions

## Usage Management Without Dependency

Eliminate vendor dependencies by leveraging powerful business-rule-driven data processing and rating engines to configure your own methods of processing and managing usage.

- Assign ownership of usage for all types of services
- Configure usage feeds via the graphical interface
- Define rate plan structures
- Manage infrastructure resources by leveraging comprehensive usage analytics

Gain control of usage across your entire IT infrastructure for unlimited service types, including:

- Voice, Video and Data
- Printers and Disk Storage
- Email and Web Services
- Labor



Vendor Expense Dashboard

### Business Intelligence Without Restrictions

PINNACLE has opened Business Intelligence to an entirely new audience by presenting user-friendly analytics. Business intelligence for all users – not just professional analysts who rely on monthly and quarterly reports – guiding the entire team to take action.

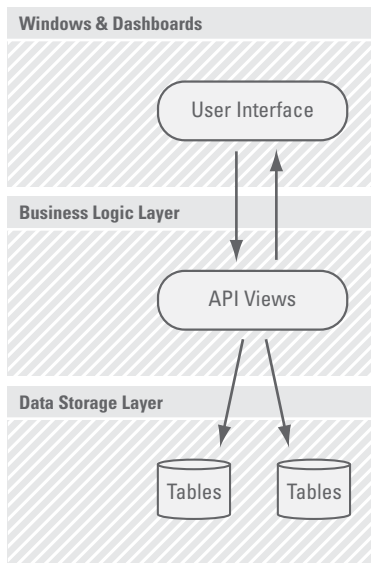
- Business Intelligence at the exact moment you need it
- Unified and interactive graphical presentations
- Detailed reports to quickly ascertain the root-cause
- Data export capabilities

### Learning Without Boundaries

PINNACLE V6 embeds context-sensitive multi-media training materials directly into the application.

- Learn via multi-media help and video tutorials
- Customize help database
- Incorporate your own documented procedures into the application
- Print documentation as you need it

# Security, Flexibility and Extensibility



PINNACLE Layered SOA Framework

Imagine a system that allows you to support all of your site-specific business requirements without compromising the integrity of your data. PINNACLE V6 was designed to support the entire lifecycle of our customers, by providing upgrades as part of our standard maintenance program. We provide the technology for today and the framework for tomorrow.

The technology innovations incorporated into PINNACLE V6 represent the combined intellectual input from interviewing and supporting our diverse spectrum of customers in Financial Services, Government, Healthcare, Higher Education, and Fortune 1000 organizations. The end result is an embedded development toolkit that simply requires a “brain and a browser” to:

- Customize windows, field titles, and help
- Build your own windows
- Configure your security framework
- Define data entry requirements
- Embed your own business logic
- Modify and distribute reports on demand
- Export data on demand
- Build Dashboards
- Interface to other applications
- Monitor end-user activities to improve operational efficiencies



**You’ve imagined it... Now you can experience it.**