



PINNACLE

Computing Solutions

strength through partnership



Pinnacle is an industry experienced local Sage Business Partner providing tailored Sage Accounting, Sage ERP and Sage CRM software solutions to over 1000 medium and large sized businesses across a variety of industries throughout the UK and Ireland.

Since its inception in 1993, Pinnacle has grown to become one of the foremost recognised suppliers in providing Sage Accounting, CRM and ERP solutions within the UK and Ireland marketplaces. Pinnacle's fully accredited Sage support, implementation and project management consultants have the specialist industry-specific knowledge and expertise to cater to individual company needs, providing clients with the most up-to-date Sage software to ensure return on investment.

|| sage business partner

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Pinnacle's Sage portfolio

Pinnacle implement and support the following Sage Accounting, Sage CRM and Sage ERP solutions:

- Sage ERP X3
- Sage ERP 1000
- Sage Line 500
- Sage 200
- Sage CRM
- Sage E-Marketing
- Sage SalesLogix

Pinnacle also support the following products which have been withdrawn from sale: Sage Line 100, Sage MMS and Sage Line 200



Making the most of the business support Pinnacle has to offer

As a valued Pinnacle customer, we promise to make our relationship with you simple and stress-free. We will drive usage and development of your Sage solution, leaving you to focus more closely on your business priorities.

“Support from Pinnacle is excellent which is very important when our business relies so heavily on the application. Staff are always quick to respond, knowledgeable and very polite.”

- Elliot Davis,
Managing Director, DED Ltd

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Benefit from partnering with Pinnacle

At Pinnacle we believe high standards of customer service and support should be maintained throughout the lifetime of the relationship with our customers, that's why our highly experienced support, implementation and project management teams will be with you every step of the way.

With twelve offices strategically situated around the UK and Ireland in Aberdeen | Belfast | Dublin | Glasgow | Hull | London | Maidstone | Newcastle | Nottingham | Portsmouth | Warrington | Worcester, you can be assured that any queries that you may have are dealt with in a timely and efficient manner by local consultants who understand your business.



“Over 98% of Pinnacle customers would recommend Pinnacle as a Sage support provider” *

*2011 Pinnacle Customer Survey

Local support - breath taking customer service

Pinnacle understands that paramount to a successful relationship with its customers is first class customer service, maintained throughout the lifetime of a partnership. With a team of over 90, Pinnacle firmly places customer needs and satisfaction at the forefront of all business transactions to ensure that we not only meet, but also exceed our customers' expectations through continuing proactive support and communication. This is achieved in part through:

- Providing a friendly and reliable support service which utilises proven support methodologies and is accessible through a single point of contact
- Understanding our customers' problems, taking ownership of them and remedying them in an efficient manner
- Contacting customers regularly to keep them up to date with new product releases and updates from Sage
- Using customer feedback to drive improvements

Through further investment in our support infrastructure in 2012 and beyond, you can be assured of an unparalleled level of service that differentiates us from the rest of the market.

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Sage Circle of Excellence (COE)

Over the past two decades, Pinnacle has developed proven methodologies and processes in implementing and supporting Sage solutions. Our proactive teams are committed and experienced in serving clients with high satisfaction service and support, this being reflected in being 6 times winners of the 'Sage Circle of Excellence' accolade, including 2011, for outstanding levels of customer service. Brendan Flattery, CEO, UK and Ireland Region, Sage (UK) Limited, recently commented, "Pinnacle represents excellence in customer service..."

Furthermore, in a separate survey over 98% of customers independently surveyed stated that they felt Pinnacle met their expectations as a Sage solution provider and that they would recommend Pinnacle to other businesses seeking to implement Sage.

Circle of Excellence 2007	Circle of Excellence 2008	Circle of Excellence 2009	Circle of Excellence 2010	Circle of Excellence 2011
Winner	Winner	Winner	Winner	Winner



What our clients say

Sage 200 & Sage CRM
Biobest Laboratories Ltd



"Pinnacle has cut the time taken to produce our invoices considerably from a three or four day exercise to just one day which is critical in this day and age."

David Ferrier - Financial Manager

Sage 200 & Sage CRM
ASE Corporate Eyecare Ltd



"Pinnacle have built a lot of trust with us, they always answer our queries promptly and professionally. The back-up they provide to our system is invaluable."

Jane Kent - Financial Director

Sage 200 & Sage CRM
Romans Group



"Sage 200 provides us with an innovative yet stable platform for consolidating and managing our expanding business, while Pinnacle maximise the value of our investment as a trusted extension of our team."

Michael Palmer – Financial Director



|| pinnacle clients

What our clients say

Sage Line 500 & SalesLogix

Kingspan Environmentals & Renewables Ltd

"We have professional, dedicated support from Pinnacle.

They have the experience to manage implementations effectively and ensure that our systems evolve as our business needs change."

Richard Gray - IT Manager



Sage Line 500

The Premiere Kitchen Company

"Implementation went ahead successfully and we went live with hardly a hitch; an achievement largely down to the quality of support we received from our Pinnacle Consultant."

Gary Holt - Accountant



Sage 1000

Boomer Industries Ltd

"We have a long-term partnership with Pinnacle, valuing their ability to provide local support, technical experience and excellent customer service"

Andrew Wallace - Financial Director





Sage Customer Development Centre (CDC)

Pinnacle is an elite 'Customer Development Centre' selected by Sage to assist and advise businesses on the best time to move through the range of Sage software.

5 reasons to work with Pinnacle as a Sage CDC:

1. Pinnacle can offer specialist help and has a proven track record in everything from straightforward upgrades to more complex Sage 200, Sage ERP 1000 or Sage ERP X3 migration projects.
2. Pinnacle has extensive knowledge of the Sage Accounting, Sage ERP and Sage CRM range of software solutions. Pinnacle understands that every business is unique and we will work with you to define the best solution for your business in terms of functionality and budget.
3. Pinnacle is supported by Sage, one of the UK's market leading software suppliers and has instant access to the Sage head office and technical support teams.
4. Pinnacle offers award winning customer experience with our 6 times winners of "Sage Circle of Excellence" including 2011 status.
5. In addition to specialising in Sage 50 to Sage 200 migration projects Pinnacle offers the full range of Sage services and solutions.

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Pinnacle CDC Clients

“As our business grew we had to upgrade from Sage Line 50 to Sage 200 with the help from our Sage business partner Pinnacle. We found the service from Pinnacle first class. The changeover was very smooth and any problems were dealt with very quickly.”

Hazel Rainey, *Finance Manager, Interactive Ltd*

“Thanks to Pinnacle for helping with our upgrade from Sage Line 50 to Sage 200. The process was remarkably easy thanks to Pinnacle’s technical support and the training provided.”

Matt Figgins, *Finance Manager, Pentalver Transport Ltd*

“We have found that Sage 200 has solved the consolidation and reporting issues that we had with Sage Line 50. We use the Pinnacle support helpline whenever we have any queries about Sage 200 and the support staff are always responsive, helpful and knowledgeable about the product. We would have no hesitation in recommending Pinnacle to any company thinking of changing their Sage accounts program.”

Claire Nissen, *Accountant, System C Healthcare Plc*

|| sage cdc

sage | Customer
Development
Centre

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Pinnacle's industry sector expertise

- Construction and contracting
- Transportation, communication and utilities
- Wholesale trade and distribution
- Finance, insurance and real estate
- Business services and public administration
- Agriculture, forestry and fishing
- Retail
- Manufacturing



|| 3rd party products

Sage complementary solutions

The breadth and depth of expertise across all our support and consulting staff enables us to assist you in all aspects of your business software requirements from software and hardware support through to training and advice on 3rd party provisions including:

- Albany – Banking software
- Cindercone – EDI solutions
- Codis – Excel user interface with Sage
- Datalinx – Bar coding and warehouse management solutions
- Draycir – Document management, credit management and credit information software
- Orbis – Business process management and workflow software
- Sage Pay – Secure payment gateway
- Sicon – Fixed Assets, WAP and Contract Management
- Version One – Document management and imaging
- VI – Contracts management software and HR



|| hardware

Hardware support - total system support from Pinnacle

Pinnacle supplies, implements and supports all IT and Hardware system requirements ranging from Wireless Networking Systems to Back-Up Solutions and Telephone Services to complete Outsourced IT Support.

As an independent IT Provider, Pinnacle can offer you expert advice regarding purchasing the best piece of hardware or software which will suit your individual business requirements

Pinnacle Hardware & IT services include:

- Off site Data backup / Disaster Recovery.
- Virtualised Services
- Hosted Solutions
- ADSL / LLU / FTTP / EFM / Lease Line circuits.
- Network Cabling Provision – UTP, Fibre or Wireless
- Web Design & Hosting
- Lease Solutions to suit your budget

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Partnering with Pinnacle - contact us today!

To find out more about the benefits you will gain when partnering with Pinnacle, contact our Pinnacle Direct Manager to arrange an onsite meeting, book a system health check or arrange a demonstration of the latest release of your Sage package today.

Talk to us!

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e: sage@pinnacle-online.com

www.twitter.com/Pinnacle_SageBP

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|| contact



Business Partner

**Circle of
Excellence**

Winner 2011

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Aberdeen | Belfast | Dublin | Glasgow | Hull | London | Maidstone | Newcastle | Nottingham | Portsmouth | Warrington | Worcester

