



P I N N A C L E



sage business partner

Pinnacle is an experienced 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.

Formed in 1993, Pinnacle has grown to become one of the foremost recognised suppliers of Sage solutions. Our fully accredited Sage support, implementation and project management consultants have the specialist industry specific knowledge and expertise to cater to individual company needs, providing customers with the most up to date Sage solutions to ensure maximum return on investment.

We are an elite 'Sage Strategic Business Partner'. This partnership allows us to work hand in hand with Sage, not only to help shape existing and new products and services, but to allow our customers to benefit from extra resources available directly from Sage.



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Pinnacle's Sage portfolio

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

- Sage ERP X3
- Sage ERP 1000
- Sage 200
- Sage CRM
- Sage E-marketing

We also support the following products which have been withdrawn from sale: Sage Line 100, Sage MMS, Sage Line 200 and Sage Line 500.



Our business partnership promise

As a Pinnacle customer, we promise to make our relationship with you simple, stress free and rewarding. We're here to work in partnership with you to help you to get the most out of your Sage solution, and to support you as your business changes and grows, leaving you to focus 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



Benefit from partnering with Pinnacle

We believe that the highest standards of customer service and support should be maintained throughout the lifetime of the relationship with our customers, which is why our highly experienced support, implementation and project management teams will be with you every step of the way.

With 12 offices strategically situated around the UK and Ireland in Aberdeen, Belfast, Dublin, Glasgow, Hull, London, Maidstone, Newcastle, Nottingham, Portsmouth, Warrington and Worcester, you can be assured that any queries you may have will be dealt with in a professional, timely and efficient manner by local consultants who understand your business.

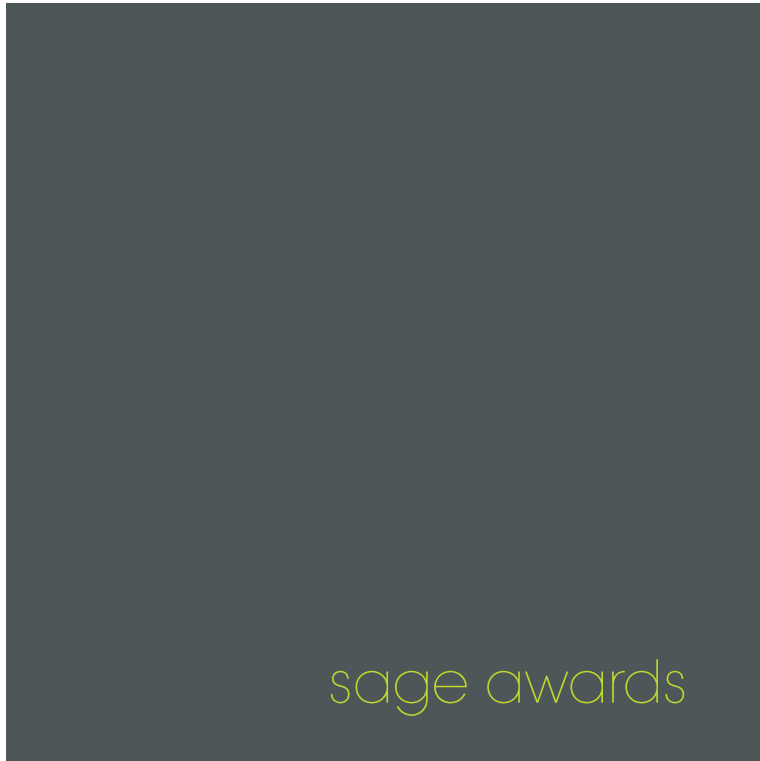
'over 98% of customers
would recommend
Pinnacle as a Sage
support provider'

First class customer service

First class customer service is key to the successful relationship we have with our customers. With a team of over 100, we firmly place our customers' needs and satisfaction at the forefront of everything we do to ensure that we not only meet, but exceed their expectations through continuing proactive support and communication. We achieve this by:

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

We consistently invest in our support infrastructure, so you can be assured of an unparalleled level of service that differentiates us from the rest of the market.



Sage Circle of Excellence Winner

Over the last twenty years, we've developed proven methodologies and processes in implementing and supporting Sage solutions. Our proactive teams are passionate about providing first class customer service and support, which is reflected in us being six times winners of the prestigious 'Sage Circle of Excellence Award' for outstanding levels of customer service.

Sage 200 Business Partner of the Year

We have been awarded Sage 200 Business Partner of the year 2014 and Sage 200 CRM Business Partner 2014; a further recognition of our hard work and dedication.

"Pinnacle has delivered an outstanding performance throughout 2014, providing Sage 200 Solutions deployed On Cloud and On Premise, and are leading the way in their field." Brendan Flattery, CEO of Sage UK and Ireland.

**Sage 200
Partner of the Year**
Winner 2014

**Sage 200 CRM
Partner of the Year**
Winner 2014

sage | Circle of
Excellence
Winner

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pinnacle clients

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 ERP & CRM

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 ERP

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 ERP

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





Pinnacle has also been selected by Sage to be a 'Customer Development Centre', to assist and advise businesses on the best time to move through the range of Sage solutions.

Reasons to work with us as a Sage Customer Development Centre:

- Pinnacle is firmly supported by Sage UK and Sage Ireland, as a market leading software supplier. Pinnacle has instant access to the Sage leadership and senior management teams, as well as technical support and customer services teams.
- We offer specialist help and have a proven track record in everything from straightforward upgrades to more complex Sage 200, Sage ERP 1000 or Sage ERP X3 projects.
- We have extensive knowledge of the Sage Accounting, Sage ERP and Sage CRM range of solutions. We understand that every business is unique, and we'll work with you to define the best solution for your business in terms of functionality and budget.
- We are supported by Sage, one of the UK's market leading software suppliers and have instant access to the Sage head office and technical support teams.
- We offer award winning customer experience and support with our 'Sage Circle of Excellence Award' winner's status.

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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*

"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*



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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

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
- Aspidistra – Ecommerce with Sage
- 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
- V1 – Document management and imaging
- VI – Contracts management software and HR



hardware

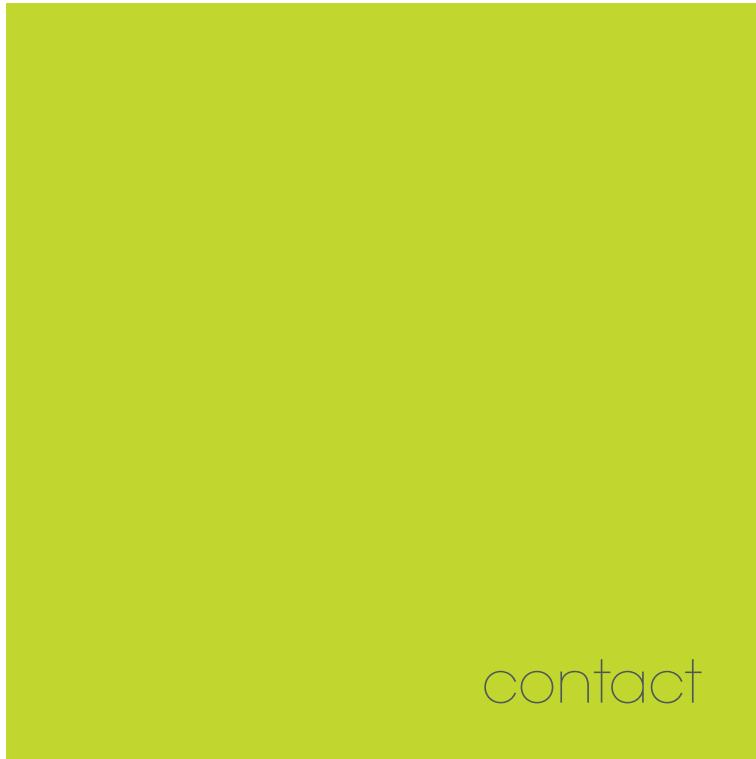
Hardware support – total system support from Pinnacle

We supply, implement and support all IT and hardware system requirements ranging from wireless networking systems, back-up solutions and telephone services to complete outsourced IT support.

As an independent IT provider, we can offer you expert advice on purchasing the best piece of hardware or software which will suit your individual business requirements.

Pinnacle hardware and IT services include:

- Off site data back-up/ disaster recovery
- Virtualised services
- Hosted solutions
- ADSL/ LLU/ FTTP/ EFM/ Lease line circuits
- Network cabling provision – UTP, fibre or wireless
- Web design and hosting
- Lease solutions to suit your budget



Partnering with Pinnacle – get in touch

To find out more about the benefits of partnering with Pinnacle get in touch and we can discuss your individual business requirements. We can arrange an onsite meeting, book a system healthcheck or arrange a demonstration of the latest release of any Sage solution.

Talk to us

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e: sage@pinnacle-online.com

Join us online!

w: www.pinnacle-online.com

t: [www.twitter.com/Pinnacle_Sage BP](https://www.twitter.com/Pinnacle_SageBP)

f: www.facebook.com/Pinnacle.SageBP

yt: www.youtube.com/user/PinnacleSageBP

Strategic
Partner

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