PINNACLE
Smart Technologies

ENABLING GROWTH

BUSINESS APPLICATIONS   IT INFRASTRUCTURE   SUPPORT SERVICES

CLOUD SOLUTIONS   IT SECURITY

For over two decades, Pinnacle has been the Information Technology partner of choice for over 2,000 clients working in the Middle East.

We have accompanied our clients' growth to provide them with innovative and cost-effective solutions to help them manage the information that drives their business. From network infrastructure and integration, to innovative cutting-edge business applications, we have been translating advanced technologies into value for our clients across the government, business, and service sectors.

As the pace of technology opens new possibilities, we have been able to provide our clients with innovative solutions in hospitality, education, healthcare, retail, manufacturing, distribution, contracting, automotive, oil & gas, media, and administrative services. Through working closely with our clients, we designed, implemented, and maintained the appropriate solutions that allowed them to capture opportunities and tackle challenges economically, reliably, and effectively.

With an unwavering commitment to quality, reliability, and customer satisfaction, we have built a reputation for being the trusted IT partner for businesses, providing them with the cutting edge technology solutions that best suit their evolving needs.

THE PINNACLE STORY

1995

- Pinnacle was founded
- Introduction of ERP
- 3 employees
- Strategic partners: Novell, Microsoft, Compaq, Cisco
- Key clients: Al Futtaim Sons, Emerson FZE, AGMC/BMW, Uniglory

2000

- Launch of regional operations
- Introduction of Network Security and Storage
- 20+ employees
- Strategic partners: Citrix, EMC, NetApp
- Key clients: Ministry of Finance, Petrofac, Oilfeld Supply Centre, Tecom, Dupont, Dubai Municipality, Dubai Festival City

2005

- Pinnacle completes a decade of service
- Introduction of Telephony, CRM, Outsourcing
- 35+ employees
- Strategic partners: Avaya, Fortinet, Synology Distribution
- Key clients: JVC, GE, Kenwood, ITL Cosmos, Dresser Flow, Dubai Lynx, Dubai Ladies Club, Hilton, RAK, IFFCO, Sharjah Economic Department, NBF, Aujan, Danube

2010

● Opened Abu Dhabi Office

■ Introduction of Cloud Solutions, VMware, and Data Centre

👥 50+ employees

🤝 Strategic partners: SAP Business One, Salesforce, Veeam, Wondersoft Retail Solutions

🔑 Key clients: SEHA, Western Region Municipality, Nuplas Industries Ltd, Shattaf Steel, Profiles RHF, ENEC, Ajman Municipality, DIFF, Demag Cranes, Sheikh Khalifa Specialty Hospital, GM

2015

● Launched Pinnacle Vidya*

■ Introduction of Security Solutions, Business Continuity, and DR

👥 80+ employees

🔑 Key clients: NMC Group, Danway, Adani Global FZE, Dubai Foundation for Women and Children

*Pinnacle Vidya is Pinnacle's CSR initiative to educate 1,000 underprivileged children

WHAT WE DO

BUSINESS APPLICATIONS

Design, implementation, and customization of ERP, CRM, Point of Sale, BI/Analytics, Web/Mobile Applications, backend integration and other business applications and solutions for enterprise, retail, industry, government, and service organizations.

IT INFRASTRUCTURE

Consulting, end-to-end design, sourcing, configuration, installation, integration, virtualization, and certification for hardware networks and systems including CCTV, access control, telephony security systems, cabling, data and voice, solutions for government, SMEs, and enterprises.

SUPPORT SERVICES

24/7 Support services through annual or adaptive support and maintenance contracts, including regular onsite visits, remote support, on-demand assistance, disaster planning and recovery, as well as emergency and rapid response capabilities.

CLOUD SOLUTIONS

We provide agile and scalable cloud based business applications and IT infrastructure for private & public cloud, backup & disaster recovery, IaaS, PaaS and SaaS solutions.

IT SECURITY

We provide network security, data security, risk management, consultancy services and managed security services.

HOW WE DO IT

Microsoft GOLD CERTIFIED Partner
SOPHOS Platinum Partner
ORACLE
SAP
3i Infotech — Innovation • Insight • Integrity
CISCO PARTNER Premier Certified

Symantec
FORTINET
AVAYA BUSINESS PARTNER
hp Preferred Partner

IBM Business Partner
DELL REGISTERED PARTNER
CITRIX
VEEAM pro partner
NetApp Silver Partner

Synology
WONDERSOFT PTE LIMITED
shavlik
TREND MICRO

WHO WE DO IT FOR

Agility Global Integrated Logistics
IndiGo
Trans Gulf عبر الخليج
Mohamed Abdulrahman Al-Bahar محمد عبدالرحمن البحر
CAT
Al Naboodah النابودة
ATKINS

BMW AGMC
Caribou COFFEE
Emirates Flight Catering
T M E
imdaad
JUMA AL MAJID GROUP
GE

Dubai Ladies Club نادي دبي للسيدات
nmc healthcare committed to care
Forbes
Ajman Free Zone منطقة عجمان الحرة
Emirates Palace قصر الإمارات Abu Dhabi أبوظبي
KINGSTON HOLDINGS FZC

Al Murooj Rotana Dubai
Gargash Enterprises مشاريع قرقاش
BPG
ESTĒE LAUDER
HERIOT WATT UNIVERSITY
EMERSON
Petrofac
DANUBE No.1 building material company

BUSINESS APPLICATIONS

Our Business Applications division provides software solutions for enterprises to transform their business to effectively meet dynamic client expectations, competitive pressures, and operational considerations. We design and implement systems based on platforms from technology leaders such as Microsoft, Oracle, Salesforce, and SAP to optimize accounting and financial reporting, customer satisfaction, sales analytics, new business development, and logistics.

Our core areas of focus are:

- Enterprise Resource Planning (ERP)
- Customer Relationship Management (CRM)
- BI and Analytics
- Web and Mobile Applications
- Retail Solutions/Point of Sale

- Content Management
- Ecommerce Solutions
- Warehouse Management
- Human Resources Management
- Performance Management

With our unparalleled product knowledge, technology expertise, and experience across industries, our software solutions have enabled our clients to implement distinguishing best practices across multiple industries including:

- Government and NGOs
- Oil and Gas
- Contracting
- Freight Forwarding and Logistics
- Hospitality

- Retail
- Trading/Distribution
- Automotive
- Education
- Manufacturing

When your business depends on IT, you can depend on Pinnacle's business solu

IT INFRASTRUCTURE

Today's business applications need to be built on robust foundations. At Pinnacle Smart Technologies, our IT infrastructure expertise is at the forefront of our technical capabilities. We have been relied on to provide some of the region's leading industries with IT hardware and network solutions, and are entrusted to deliver service excellence across enterprise infrastructure requirements. From turnkey projects for multi-vendor/multi-platform WANs to high-availability and reliable disaster recovery, our expertise ensures that your IT infrastructure is robust enough to handle your business's most critical IT requirements.

Network and Wireless Solutions

Planning, design, implementation, and management of multi-vendor and multi-platform LAN/WAN infrastructures, as well as internal and external wireless networks.

Telephony and Messaging Systems

Planning, design, and integration of multi-vender Unified Communication solutions including corporate cloud based and on-premise email solutions.

Structured Cabling, Data Centers, and Security Systems

Structured cabling, data center design and implementation, power and environmental control systems, security and access control (CCTV, Biometric, IP cameras).

Virtualization, Storage, Cloud

Virtualization, Storage, and Cloud from Network Attached Storage (NAS) to Storage Area Networks (SANs) solutions. Server consolidation and High availability using the server Virtualization technology. Simplified management, enhanced security, and better productivity through Desktop virtualization. SAS, PAAS options with secure Cloud options.

Backup, Disaster Recovery, and Business Continuity Planning Solutions

High availability of critical data and systems are achieved by efficient design and implementation of the backup systems and proactive disaster recovery solutions.

Information Security

Planning, Design, Implementation and maintenance of Network and Data Security solutions including Penetration tests.

SUPPORT SERVICES

Your IT systems are an integral part of your operations. Having the right level of reliable support from design through refurbishment is mission critical no mater what industry you are in. Pinnacle Smart Technologies provide the right level of support for your IT infrastructure and your application software to ensure you are getting the maximum efficiency from your systems at all times.

☑ **Remote Monitoring and Support**
24/7 remote monitoring of the critical IT environment and remote support to safeguard your investments, address issues, and ensure no critical system downtime.

☑ **Extended Warranty**
Enhanced cover for critical IT equipment.

☑ **Annual Maintenance and Support Contracts**
Customized service contracts to suit your requirements including onsite, remote, rapid response, and incident based services.

☑ **Consultancy Services**
Requirement analysis, network design, RFQ creation, ISP service offerings, IT security audit, IT staffing, IT infrastructure setup and relocation, and training.

☑ **Managed Services**
Outsource IT Management/Helpdesk and resources (long and short term).

CLOUD SOLUTIONS

We offer agile and scalable cloud based business applications and IT infrastructure to our customers. Our team of experts help in providing the best in class cloud hosting services as per the business requirements thus helping productivity and growth. Our cloud solutions are carefully designed to meet compliance, performance and safety while being competitively priced. We focus on the following areas:

☑ Private & Public Cloud

Guaranteed security, reliability and greater productivity with our private cloud solutions, specially designed to handle a company's workload. Built on world class technology, bespoke to your needs, we future proof your enterprise with total security and resilience. An easy to use online provisioning portal ensuring fast and scalable options for IT infrastructure needs.

☑ Backup & Disaster Recovery

Protect all your files with 24/7 support with our highly scalable and secure backup cloud solution with a powerful data protection. Backup, replicate and perform quick recovery of your data while enabling auditing and reporting capabilities. Protect yourself against data loss by recovering business critical applications in case of a disaster. Ensure availability & low latency while achieving compliance with DR including connectivity between multiple websites, Hosted/Private Cloud and hosting of Infrastructure.

☑ Cloud Application

We enable your organisation to quickly deploy a variety of applications in a cost-effective manner, leveraging inherent benefits of cloud.

☑ IaaS, PaaS, SaaS

Pinnacle can consult and advise customers on the right mix of IaaS, PaaS and SaaS solutions as per their specific requirements.

IT SECURITY

We help you overcome all IT related challenges by offering a highly reliable & robust IT security system for your enterprise. Our IT Security Systems help in getting access to unparalleled threat intelligence, integrated technologies, and highly flexible managed services customized to your business needs.

Pinnacle offers you the ideal package of security solutions to safeguard all the important resources of your enterprise after analysing all your business needs. Our resource of IT experts with decades of experience in offering services can assist your business to deal with all the IT security challenges. Our feasible packages can tremendously help your business secure data economically.

Whether you're fighting new threats, finding it tough to scan vulnerabilities, facing hardships in meeting strict IT budget demands, or seeking greater efficiency around your compliance, data protection and security initiatives, Pinnacle's managed security services are designed to handle the below mentioned challenges:

☑ **Anticipate cyber attacks**

☑ **Detect vulnerabilities**

☑ **Mitigate risk**

☑ **Defend and protect assets**

☑ **Ensure compliance**

☑ **Prevent cyber security threats**

☑ **Monitor & report security incidents**

With a dedicated security team, an unmatched threat intelligence and a rich security expertise, we can help you identify threats, elevate data protection strategies and effectively manage threats, while ensuring complete visibility and control.

WHAT THEY SAY

"I am proud to personally recommend the services of Pinnacle to organizations seeking a top-notch provider who can quickly and efficiently, deploy an effective solution. They were extremely easy to work with in all aspects while providing us with a call center solution. They have shown their excellence in delivering promises what we have made to our valued customers and maintained the standards of quality".

Joshi Tekraj, IT Manager - Indigo Airlines

"Our experience with Pinnacle has been great in the areas of Software Solutions, support and quick attention to trouble shooting. They have taken much initiative in solving our customized solutions and running our business in a much faster and effective way. Since we are happy with the team and the product, we have upgraded the product to a more convenient, faster and effective solution for our line of business".

P. C. Roy – Finance Manager, ITR Middle East FZCO

"We used to have regular issues with our IT Infrastructure. Signing an Annual Support Contract with Pinnacle, our issues are resolved within 24 hours and the issues have dropped drastically resulting into smooth and reduced downtime."

Ganesh Iyer, Managing Partner – FLC

"Pinnacle has the technical expertise and mindshare we needed coupled with flexibility in the level of support for software solutions. They are quite responsive, prioritizing important issues that arise and dealing with them quickly and effectively".

Jubin, IT Manager - Kenz

"When it came to our computer system, we were more than willing to find a qualified system integrator to provide us with the right solutions and handle it for us. Since we didn't have the need for a full-time person, Pinnacle was a perfect fit! They reduce so much of our administrative headache of running a business because they fix problems quickly and efficiently and maintain our network so that we have fewer issues. The peace of mind we have because of their work is something I would recommend to anyone"!

Rajesh Babu – HR and Administration Manager

"IFFCO has had a strong association with Pinnacle, primarily in the area of providing resources for Application support. We have always found the resources of Pinnacle very committed. There is also a very high flexibility of Pinnacle in their approach to a customer. They continue to remain an IT Services provider to IFFCO and we recommend them for their long term and flexible approach."

Joydeep Roy, Director of IT – IFFCO

"I probably wouldn't have used Pinnacle if it wasn't for the knowledge, promptness and expertise in the products we use from them. They evaluated our existing solutions, initiated a master plan to incrementally improve our system and implemented its installation in relatively painless steps".
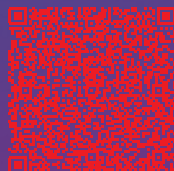
Arif Mohammad – IT Manager, Culligan

"Pinnacle Smart Technologies sets the bar very high in quality of product, service and pricing. They strive to re-invent themselves to keep pace with the changes and advancements in technology. I can always count on my account manager to provide me with good solutions I need at any point of time".

Ajeesh Chandran, IT Manager - Promise Insure