PINNACLE
Smart Technologies

BUSINESS APPLICATIONS
Enabling growth through sotfware solutions for business to transform and optimize their operations

WE ARE
FUTURE
READY

IT INFRASTRUCTURE
Enabling growth through design, implementation, and integration of network for enterprises

SUPPORT SERVICES
Enabling growth through providing the right levels of support when and whenever needed

http://pinnacledxb.com/

https://www.facebook.com/pinnaclesmarttechnologies/

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We are *Future* Ready

I am pleased to inform you that we, at Pinnacle Smart Technologies, have completed more than 20 years providing IT solutions to our esteemed business partners. Our unwavering commitment to quality and reliability has led us to become the IT partner of choice for over 2,000 clients in the Middle East.

As we endeavor to take the complexity out of IT and simplify the touch points, we strive to not just satisfy our customers and clients, but to delight them.
Over the years, we have built our own ecosystem, treating our customers, our people and our vendors as an extended family, challenging one another, and growing in the process. Be it **ERP, CRM,** network infrastructure, cutting-edge business applications, or support services, we have done it all, providing our clients with innovative solutions in hospitality, education, healthcare, retail, manufacturing, distribution, contracting, automotive, oil and gas, media and administrative services.

So do we rest on our laurels, ride on our reputation, and become smug? Not a chance! In this industry, if you do not make innovation a daily promise, you become obsolete. Fast. Having imbibed that early on, we continuously keep a watch for emerging technologies, and brainstorm about how best to provide value to our customers.

The coming days will be full of challenges and opportunities. As new generations of employees enter the workforce, we will witness more consumerization of IT systems, as vendors strive to create user-friendly and intuitive software solutions. SaaS and mobility solutions will see increased adoption. More and more people within more and more companies will use mobile devices to access enterprise data, and having spent years capturing reams of transactional and strategic data, organizations will continue to pivot their focus on how to make sense of this data, and turn it into a strategic advantage. Vendors are already investing heavily in business intelligence as they endeavor to derive benefits from knowledge and information. At this inflection point, we wish to give an assurance to our clients.

We are Future-Ready!!

George K Thomas
CEO
Pinnacle Smart Technologies

Wondersoft
Retail Solutions

Wondersoft Retail Solutions is a package deal – it provides comprehensive business management solutions for the retail and distribution sector. With over 10,000 plus customers across the globe, it caters to an independent retail outlet, as well as a large retail chain.

Wondersoft offers powerful and flexible point of sale solutions (POS), retail software solutions and other business solutions pertaining to the retail sector, enabling you to accurately and securely conduct customer sales and payment transactions.

Here are some of the benefits it offers to the retail sector:

Inventory management, expiry and scheduled inventory management

Customer promotions, loyalty programs

KOT management, recipe management

Appointment book, employee roster management

IMEI, serial number tracking

Accounting and reporting

Multi-platform integration (POS, tablet, HHT)

Wondersoft Retail Solutions streamlines processes of retailers, suppliers and customers, enabling businesses to be in total control of the whole retailing process, from buying to stocking, booking, marketing, and selling.

Wondersoft apps are integrated with Tier 1 ERP solutions so customers have a robust end-to-end supply chain management solution for back-end processes. Wondersoft retail POS solutions harness real-time consumer data and point of sale insights to give consumers the right information and products at the right time to deliver a personalized shopping experience.

Sophos XG Firewall is the ultimate security package. It is a complete Unified Threat Management protection that provides unprecedented visibility into the network, users and applications. It can be deployed as a hardware appliance, a software appliance on an Intel-compatible server, or as a virtual appliance in a virtual environment. It takes an innovative approach across all areas of network security, firewall management and reporting.

The unified policy model brings together all polices, networking and business applications, with enforcement for the web, various apps, IPS, and traffic shaping, thus representing a giant leap forward in modern firewall policy management.

Advanced attacks are more coordinated than ever before. Sophos XG's revolutionary Security Heartbeat™ lets the endpoint protection and firewall talk to each other. It is a simple, yet effective, idea that provides better protection against advanced threats, at the same time taking less time responding to incidents.

In a word, Sophos XG Firewall enables you to use powerful security features without you having to become a security expert.

Azure is a growing collection of integrated cloud services platform from Microsoft. Its integrated tools, pre-built templates and managed services make it easier to build and manage enterprise, mobile, Web and Internet of Things (IoT) apps faster.

Azure supports a very broad selection of operating systems, programming languages, frameworks, tools, databases and devices. It enables you to run Linux containers with Docker integration, build apps with JavaScript, Python, .NET, PHP, Java and Node.js, and build back-ends for iOS, Android and Windows devices. Azure cloud service supports technologies that developers and IT professionals are already familiar with.Azure integrates easily with the existing IT environment through a large network of secure private connections, hybrid database and storage solutions. Azure Data protection and security is compliant with EU privacy laws and Cloud Privacy standard ISO 27018.

Azure helps you to run your application from anywhere, anytime; you can scale up as per your need, and pay as go.

Employees Corner

The IT infrastructure market is undergoing a lot of changes. Some of the major areas of change are convergence and software-defined data centers (SDDCs). Both have evolved to manage and control IT infrastructure clutter, complexity, and high cost. They represent attempts to simplify IT and reduce the overall cost of infrastructure ownership.
Most of the IT infrastructures today comprise of various hardware and software products from multiple vendors. Each of these have a different management interface and require different skillsets and training.

Each hardware product in this type of stack are heavily overprovisioned using its own CPU, RAM, Storage, etc. Server virtualization attempted to address this challenge but it is limited to the server resources only. Too many resources are still overprovisioned and wasted, ie. higher cost of acquisition, space utilization, power/cooling cost etc. This leads to convergence and Hyper convergence as possible solutions.

Hyper-convergence infrastructure system is a software-centric architecture that integrates server, storage, networking, virtualization resources and other resources in a hardware box (similar to a server) supported by a single vendor. These are pre-configured units with tightly integrated hardware and software stack, which works as a single unit.

It is easy to scale up based on business demand since it works on Virtual Machine technology. Hyper converged systems reduce upfront investment and provide a grow as we go model. It also eliminates wastage by optimizing the environment with less number of boxes, smart provisioning, reduced operational cost and carbon foot print.

Akhil Raj
Has been part of Pinnacle Smart Technologies for the last 9 years. His core strengths lie in Server, Virtualization, Cloud computing and IP telephony.

Leading Edge IT Infrastructure

Implementing Leading Edge IT Solutions (Infrastructure and ERP) at Kingston Holdings

Kingston Holdings FZC is a multinational corporation, and the largest single investor in Sharjah International Airport Free Zone. Having started out in the 1990s, it has operations across GCC, Africa, Central Asia, Europe, UK and North America. Kingston Holdings operates through international joint ventures and major business divisions.

The company manufactures more than 1200 products catering to sectors such as Air Movement, Heating & Ventilation, Lifestyle & Security, Metal & PVC Cable Management Systems, Data Storage, Personal Care, Emergency & Exit Lighting, Home Appliances, LED Lighting, and so forth.

The Challenge

Kingston operates through international joint ventures and major business divisions across the region, and has multiple group companies operating out of its head office. Pinnacle Smart Technologies and Kingston Holdings have a long standing relationship of more than 10 years. Pinnacle has implemented and manage the core ERP system of Kingston. Pinnacle supports Kingston in the area of IT infrastructure security as well.

When Kingston decided to move into its new head office (75,000Sq ft), it needed a cost-effective, high performance data/voice infrastructure and a security system (CCTV, access control). Since the data center was moving to a new location, Kingston wanted to retain the usable equipment without compromising on performance and integration. Kingston also wanted an upgrade for the Orion ERP for further automation and consolidation across various business entities.

The challenge was to come up with a design that would meet Kingston's business requirement, and offer a high degree of control and automation in order to make its environment secure, flexible, and easy to manage. It also had to support the business growth and corresponding voice and data network growth within a given budget. Timelines for procurement and implementation were also very demanding.
Kingston needed a trustworthy partner with extensive product knowledge to not only meet the present challenges, but also take the company to the next level. After extensive vendor evaluation, Kingston decided to award the project to Pinnacle Smart Technologies. Pinnacle's previous project and proven track record with Kingston was an added advantage.

The Solution

Solution was designed after studying Kingston's requirements, and the expected growth in the coming years. Pinnacle also took into account the existing infrastructure and its shortcomings. A detailed design was created based on the study, incorporating security and ease of management. This was further fine-tuned with inputs from the finance department.

The solution incorporated the following:

•Switching solution from HP with separate VLANS for Voice, Data and CCTV
•Telephony solution from Avaya, with call monitoring and controls
•Fortinet-based Firewall
•CCTV system for internal and external surveillance, linked to the security guard room
•Access control system for the office – incorporated into the attendance system

The project also covered the data center migration from the old premises to the new building. The solution was delivered and integrated within the agreed timelines.

In ERP area, the challenges were to obtain consolidated financial reports across the various entities. Duplication of stock codes and customers were also an issue. Pinnacle proposed that all the Group companies should use a single Orion ERP Solution, and automate processes to avoid manual and duplicate work. Pinnacle fine-tuned the modules for each of Kingston's functions – Purchase, Inventory, Sales, Production, and Finance. Management Information System (MIS) reports were developed based on customer requirements, which simplified the system and processes considerably.

The Results

Installation of the well-designed Network Infrastructure completely eliminated data access issues. This had direct impact on business productivity. Network security and control was improved with the Fortinet firewall installation.
The new Avaya Telephone system with integrated IVR facility improved the customer experience. This system also helped Kingston to intelligently reduce the telephone-related cost.

Physical security of the premises was ensured with a CCTV system. All camera footages were recorded and preserved, as per the local regulation. Attendance is now managed through access control integration, and the company now has need-based access to the office areas.

Installation of the best of breed network infrastructure solution and standardizing / automating the ERP solution and processes enabled the company to obtain a high performance IT system, improving efficiencies throughout the organization.

By interconnecting the modules developed for Kingston, Pinnacle also helped the client to get real-time visibility of data. Wastage of material on the shop floor was reduced, thanks to a streamlined operation, and the client achieved better inventory control. As a result, costs were kept in check and revenue showed an upward trajectory. In fact, Kingston was able to implement effective pricing methodology across the companies based on the real cost.

Our solution enabled the client to increase business productivity, visibility, and control, and ensure reduction in operational costs.

Sophos
Discover Partner Conference 2016

Pinnacle Smart Technologies never misses an opportunity to interact with global players. So, it was no surprise that we marked our presence at the EMEA Sophos Discover Partner Conference in Cannes, France, held between April 19 and April 21, 2016.

The conference was held to celebrate the successes of Sophos partners throughout EMEA. The big takeaway was familiarization with the latest business opportunities within the fast-moving Information Technology security marketplace.

Pinnacle attended the exclusive event designed for solution partners to get a ringside view of products and solutions that will be making headlines in the near future.

Huawei
Annual Partner Summit Middle East 2016

Pinnacle Smart Technologies attended the Huawei Annual Partner Summit Middle East, held on May 2, 2016, at the Madinat Jumeirah, Dubai.

Global ICT solutions provider Huawei hosted the event to recognize its partners, and Pinnacle being a partner as well, was represented at the function by Khaja Shamsuddin, Senior Account Manager, Infrastructure Division. The event highlighted ICT trends impacting the global market and also showcased products that are in tune with the digital era of the Internet of Things and Cloud Computing. Huawei is the largest telecommunication solutions provider globally. It has a wide range of offerings that are flexible and cost-effective and can cater to the growing needs of the SME market.

Pinnacle Smart Technologies has over 20 years of experience in the IT solutions industry, addressing the needs of SMEs and Enterprise.

ICAI
Sponsorship

Building Financial Resilience at the 34th Annual Conference of the Institute of Chartered Accountants of India an event sponsored by Pinnacle Smart Technologies, held on 20th May at the Le Meridien Hotel Dubai and attended by H.H Shaikh Nahyan bin Mubarak Al Nahyan, the UAE Minister for Culture and Knowledge Development, CA.T.N. Manoharan, Chairman of Canara Bank former President of ICAI, Dr. Duvvuri Subbarao, former Governor of Reserve Bank of India, Justice (retired) R. V. Easwar, former judge of the Delhi High Court and Chairman of India's Income Tax Simplification Committee, Pinnacle Smart Technologies continued to show its support as ICAI's Platinum Sponsor.

Dubai
Cares

Pinnacle Smart Technologies associates itself with Philanthropic organization Dubai Cares taking its educational cause a step further by volunteering in the construction of a school in Nepal on November 1-8, 2016.

Iftar
at Labour Camp

Pinnacle Smart Technologies in collaboration with Classic Catering Establishment distributed Iftar meals to over a thousand laborers in the Dubai Investment Park Area last 28th June 2016.

Pinnacle
Cric IT

Cric-IT the annual cricket tournament event held by Pinnacle Smart Technologies.

Watch this space for the venue and the date of 2016 event!!!