

technology
at
new
heights

PINNACLE

ON SITE COMPUTER MAINTENANCE & TECHNICAL SERVICES

Our automated Customer Care Center enables us to track the status of each call within seconds. We are capable of generating detailed reports, including call status, itemized billing, failure rate analysis and response time reports.

- **Service Contracts**
 - **On Site Maintenance**
 - **Depot Services**
 - **Fixed Labor Cost Per Repair (plus parts)**
 - **Time and Material**
 - **Loaners**
 - **Equipment Configuration/Installation**
 - **Periodic Custom Call/Cost Reports**
- 24 hours, 7 Day-A-Week Support**

As part of our standard Service Agreement, we perform an annual comprehensive preventative maintenance on all equipment under contract.

Pinnacle is one of the leading Computer Hardware Maintenance Service Providers in California. Pinnacle employs a team of experts, trained and certified by major manufacturers, to address your hardware maintenance needs. Understanding the corporate need for quick and timely response for hardware repair and maintenance, we offer 2, 4 and 8-hour response time Service Contracts.

We service computer hardware from Micros (PC's) to data communication equipment, including video display terminals, dot matrix printers, laser printers, switches, routers, hubs, CSU/DSU's, printer sheet and envelope feeders.

***E**very time I need you, the service is fantastic. I always receive a return call within minutes and I never had to wait more than half a day for you to come out and fix our equipment!
Pinnacle's technicians provide this service in a timely & cost effective manner.*

**Jan Di Bias,
Howard Building Corporation**

COMPUTER EQUIPMENT RELOCATION

Since equipment represents an increasingly greater economic investment, the security of these assets during a physical relocation is as critical as the information system itself. Pinnacle has developed a completely integrated program that addresses all of the logistical concerns as well as the technical issues so crucial to achieving a smooth transition.

- **Certified Technicians**
- **Hardware Disconnect**
- **Hardware Installation**
- **Supervision**
- **Move Coordination**
- **Equipment Inventory**
- **Equipment Preparation**
- **Testing and Verification**

***I**ntelligent project manager who can contribute to the move planning. It is Important to offer proactive input to the move meetings!*

**Barbara Blackman
Blackman & Holburton**

