



Pinacl Plus enables you to reduce the complexity of managing your IT environment in order to free up valuable IT resource that could be deployed in more strategic activities thus offering a cost saving.

Pinacl Plus takes your standard maintenance contract to the next level by utilising a Network Operating Centre (NOC) solution for advanced monitoring and remote support.

Pinacl Plus ensures that you are aware of any issues before they affect the productivity of your organization

Pinacl Plus pro-active support is achieved by utilising the latest event management tools which allows your maintenance contract to benefit from:

- ITIL Service Desk
- Power Management
- Real Time view of your IT environments
- Engineering support



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ITIL Service Desk

The Issue

- Poor Service Delivery
- Unscheduled Downtime
- No Measurement Structure

The Solution

- **Pinacl Plus** improves customer satisfaction through a more professional approach to service delivery
- Improved ROI of IT
- Increased competence, capability and productivity of IT staff
- Improved systems/ applications availability
- Better asset utilization
- A benchmark to measure performance against in IT services



For more information on how your organisation can benefit from Pinacl Plus

Email: enquiries@pinaclsolutions.com

Call: **01745 535305**

Visit: www.pinaclsolutions.com