

# PINNACLE

sage Platinum Reseller

Sage 200  
Partner of the Year  
Winners 2014, 2015, 2016, 2017



#FACESOFPINNACLE

Sage Platinum  
Reseller

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.





sage solutions

## Pinnacle's Sage portfolio

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

- Sage 200cloud
  - On Premise. On Cloud. Hybrid.
- Sage Business Cloud Enterprise Management
- Sage 1000
- Sage CRM
- Sage 50 Payroll
- Sage Business Cloud Payments

We also support the following products which have been withdrawn from sale: Sage Line 100, Sage MMS, Sage Line 200 and Sage Line 500.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 11 offices strategically situated around the UK and Ireland in Aberdeen, Belfast, Birmingham, Dublin, Glasgow, Hull, London, Maidstone, Newcastle, Portsmouth and Warrington, 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 awards

## 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 200cloud Partner of the Year

We are 4 times winners of the 'Sage 200cloud Partner of the Year' Award including 2014, 2015, 2016 & 2017, further testimony to our hard work and dedication to providing Sage software to the SME sector.

## Sage CEO Circle Winners

Pinnacle has been recognised for "Net Sales Excellence and Growth" in the Sage CEO Circle Programme, for brilliance in driving growth at Sage and serving its customers. Pinnacle has won this award in 2016 & 2017.



Sage CEO Circle Awards

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"As always Andy was extremely friendly and helpful. Best of all he resolved the issue quickly and efficiently as well."

InterQuest Group



"New reports written by Pinnacle were installed. The reports do exactly what we need. Thanks."

Royal Geographical Society



"Speedy resolution to an issue that was preventing me from carrying out an urgent job. Thanks Nik - you are a star!"

Cross Healthcare



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"Very professional indeed. Steve is very knowledgeable and he is very easy to deal with. Excellent."

Kedington NI Ltd



"Ian is extremely patient and has excellent communication and technical skills. I love it when he is on the support desk."

La Mon Hotel



"Very swift callback, very friendly and efficient help.Thanks!"

Hambleton Brook



## Supporting your business: The Sage 200cloud Team

- 1 Sage 200 Support Manager
- 20 Sage 200 Support Consultants
- 1 Sage 200 Product Manager
- 2 Sage 200 Projects Manager
- 23 Sage 200 Consultants
- 5 Sage 200 Developers
- 10 Sage 200 Account Managers
- 1 Sage 200 Customer Marketing Manager
- 2 Sage 200 Pinnacle Direct



## Supporting your business: The Sage 1000 Team

- 1 Sage 1000 Support Manager
- 1 Sage 1000 Product Manager
- 14 Sage 1000 Support Consultants
- 1 Sage 1000 Projects Manager
- 4 Sage Developers
- 2 Sage 1000 Account Managers
- 1 Sage 1000 Customer Marketing Manager
- 1 Sage 1000 Pinnacle Direct Manager



## 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



Pinnacle can provide your business with a one stop shop for Sage Software, IT Services & Support

Our team of IT consultants & engineers can provide you with a complete outsourced IT service including:

- Microsoft Office 365
- HP Servers, Laptops, PCs
- Sophos Anti-Virus
- Telecoms
- Networks
- Hosting
- Cloud Computing
- Data Backup
- Virtualized Services
- Internet and Network Cabling



## 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**

**t:** UK: 0843 453 0103 ROI: 01 419 8990  
**e:** [sage@pinnacle-online.com](mailto:sage@pinnacle-online.com)  
**e:** [ITServices@pinnacle-online.com](mailto:ITServices@pinnacle-online.com)

### **Join us online!**

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**i:** [www.instagram.com/pinnacle\\_sagebp](https://www.instagram.com/pinnacle_sagebp)

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[www.pinnacle-online.com](http://www.pinnacle-online.com)

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