

Quick Reference Guide: Network Assessment Services

1. WHAT IS A NETWORK ASSESSMENT

- Provides a strategic and tactical plan for clients to alter their technical architecture in order to effectively operate Pinnacle software throughout the enterprise.
- The analysis is directed at increasing the efficient use of Pinnacle software to meet the client's business needs.
- Recommends technical architecture changes based on software needs and business objectives.
- Defines a plan to complete the technical architecture recommendations.
- Priority is given to those areas that support the efficient use of Pinnacle's software.
- Recommendations will be reviewed, refined, approved and implemented to provide the business solution required by the client.
- Recommendations may involve upgrading existing infrastructure, re-engineering existing infrastructure, implementing new forms of infrastructure or a combination of any or all of the above.

The Analysis has three possible offering; each can be sold separately or in a group:

1. Pre-Installation Network Assessment

Analyze current Home Office, Store and Communication infrastructure configuration. Write Analysis and Recommendation Document. Review Analysis and Recommendation Document and train client staff and what to do.

2. Periodic Reviews

Analysis of current Home Office, Store and Communication infrastructure configuration to determine if it still meet the client's business needs and what needs to be changed?

3. Remote Monitoring

Establish what will be monitored, what alert ranges will be set, how alerts will be communicated and to whom, how often incident reports will be produces. Documents the monitoring criteria. Obtain client and Pinnacle signoff



2. BENEFITS

- Increase Application Effectiveness
- Increase Application Efficiency
- Reduce Errors
- Reduce Down Time
- Satisfy Business Needs
- Increase Quality
- Reduce Operating Cost
- Increase Customer Satisfaction

3. TARGET AUDIENCE

- New and existing Pinnacle software clients.
- Audience can include IT Directors, Operation Directors, COO and CEO.
- The key point is to insure this offering is introduced to a “decision maker” who has the ability and position to drive the project forward.

4. WHY A CLIENT WOULD BE INTERESTED

- Lack of in house IT expertise and/or support
- Current infrastructure is old
- May feel they are not utilizing their software effectively
- Need to change their business functions or are adding new business functions
- Moving to new Pinnacle Software
- Are acquiring new stores

5. TIMEFRAME

- Pre-installation Analysis
 - Three weeks, depending on number of stores. Rarely will the analysis take longer than three weeks.
 - Two weeks onsite; one week half time offsite.
- Periodic Reviews
 - Two weeks onsite
- Remote Monitoring
 - Ongoing

6. COST CALCULATION

- This depends on the complexity and size of the client.
- Work is performed by one of Pinnacle’s Professional Services Consultants.
- Time and Material project.
- Use current Professional Services hourly rate.

