



## SERVICE OFFERINGS

### APPLICATIONS ENGINEERING

Pinnacle Consulting's Applications Engineering division has solid experience with a multitude of technologies that span leading-edge web-based solutions to legacy systems. We have a deep understanding of technology and how to leverage existing IT (Information Technology) investments into more modern solutions. Our staff has decades of real-world implementation experience that continues to provide outstanding value for each of our customers.

### BUSINESS INTELLIGENCE

Pinnacle Consulting's Business Intelligence division leverages years of experience with OLTP (Online Transaction Processing) and OLAP (Online Analytical Processing) systems to build high-quality business intelligence solutions. Our experience with traditional database design and development complements our dimensional database design and development experience leading to robust solutions. We understand the differences between each approach yet appreciate how the output of one solution (OLTP) is the input for the other (OLAP). We also understand the need to customize the ETL (Extraction, Transformation, Load) processes according to the needs of the customer because one size does not fit all.

### SERVICE SUPPORT

Pinnacle Consulting is well versed in the ITIL v3 service life cycle framework. While the solution provides the basic guidelines for cradle to grave service provisioning, it's just a framework that must be tailored to your specific environment's requirements and constraints. We have the knowledge and staff to help you achieve the full ITIL life cycle solution or to apply ITIL best practices to each phase of the life cycle where they fit best in your environment.

## INFORMATION TECHNOLOGY SOLUTIONS THAT WORK FOR YOUR BUSINESS.

### MISSION STATEMENT

To deliver superior IT services and solutions to military, government and commercial customers within the U.S. and around the world.

### CORPORATE OVERVIEW

We're an emerging small business providing world-class technology services. We differentiate ourselves in the IT marketplace by providing outstanding service with innovation and thought leadership in the industry.

Globalization and sustainability trends continue to add new dimensions to the business world. Corporations today are expected to demonstrate positive values and deliver results in ways that benefit their stakeholders, the global community and the planet. Pinnacle Consulting recognizes and embraces this responsibility. It is our ongoing commitment to make acting responsibly a key component in all our relationships, plans, strategies and programs and to work toward delivering results that leave a more lasting, positive mark.

### EXPERIENCE

We're a company that possesses a wealth of experience with a proven track record of success in the following areas:

- Strategic planning & architecture
- Project management
- Requirements analysis & documentation
- Custom software design & development
- Data warehousing
- Operations & maintenance
- COTS tool evaluation & integration

### CORE VALUES

**INNOVATION:** We will strive to continuously improve and advance the quality of our services and products through proactive innovation.

**PROFESSIONALISM:** We are committed to provide the best possible services and products in support of the customer's mission and seek continuous support of the customer for the mission. We seek continuous improvement and strive to be the standard by which performance and quality are measured. We will be responsive, straight-forward and devoted in all dealings with our customers and staff and treat them with dignity, fairness and courtesy.

**INTEGRITY:** We will strive to create an environment based on uncompromising excellence, trust, honesty, candor and commitment.

**LEADERSHIP:** We promote the vision for developing a world-class organization by leveraging the skill-base, knowledge and diversity of all staff in order to achieve our corporate goals and objectives. We are accountable for all our commitments and accept responsibility and consequences of our decisions and actions.

**RESPECT:** We support the growth and wellness of our staff by promoting career development and training, providing mentoring and coaching, rewarding accomplishments and initiative, ensuring communications and feedback at all levels and providing a work environment that augments our staff's ability to perform their jobs. We continuously invest in our people and value diversity and perspective.

[www.pinnacleconsulting.com](http://www.pinnacleconsulting.com)

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