



Pinnacle First Aid Kit™

The Pinnacle First Aid Kit (FAK) provides long-term maintenance and support for Pinnacle Solutions' product offerings. We give you access to our entire team of FAK experts – each with unique skill sets – so that you can rest easy knowing your issue will be addressed by someone who understands your problem and how to solve it.

Support of Your Software Solutions



SAS and server administration



Infrastructure review and assessment



Troubleshooting



System and performance monitoring



Software backup installation and configuration



Disaster recovery implementation



Maintenance

Support Coverage



Core technical support from 8 to 5 pm EDT.* Escalation of critical issues over non-critical issues.**

*Does not include holidays and weekends.

Incident Time to Respond



Acknowledgment of critical support issues within 4 hrs during normal business hours and goal resolution within 24 hrs; acknowledgment within 24 hrs for any non-critical support issue and goal resolution within 48 hrs.*

**Critical technical issues are defined as loss of service to the agreed upon production server(s).

Resource Types



Support will be offered on agreed upon applications, databases, web servers, etc.

Escalation Process



Our Pinnacle First Aid Kit team brings a wide variety of experience and expert skill to each request. Some issues can be tough to resolve, but our diverse skill sets provide the flexibility needed to quickly tackle complex problems and escalate if necessary.

Easy-to-use email ticketing system for tracking your issues: support@thepinnaclesolutions.com



Peace of mind allows internal teams to focus on implementing business solutions

Web-based **portal system** provides on-demand access to support ticket status



Expertise and guidance around **system security and compliance**



Easy-to-access **documentation trails** detail issues from onset to resolution, making it easy to share updates with team members



System upgrades administered as directed by your staff



FIRST AID KIT