"What every hotel General Manager should know about cloud hosting solutions and saving cost."

An Overview and Guide
For Hotels Considering
Off Premises Hosting Solutions

PINN∧CLE
COMMUNIC∧TIONS
converge.connect.collaborate.

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What is Cloud Hosting ?

It's actually very "Down To Earth"

Origin Of The Cloud

The term, ***"Cloud Computing or Hosting"*** is a very popular term used today in a wide spectrum of applications and was searched on the internet more the 48 million times in 2012. The term was coined and first used back in the mid 1990's to visualize the future of internet services by a major computer manufacturer. Later the phrase and cloud symbol became popular marketing jargon for describing distributed and remote computer networking concepts. For hotels, the concept of "Cloud Hosting" emerged to describe a solution to eliminate the need for hotels to actually have hardware in the physical building, but to operate everything from a remote location, somewhere up in the clouds….!

Data Centers

The clouds however, are actually incredibly fortified and secure facilities called "Data Centers" which are constructed to withstand just about anything and everything from affecting their 24 hours 365 days of operations.

Data Centers are constructed and classified in four tiers of reliability as T1-T4. The certifications are established by industry standards as defined by the Telecommunication Industry Association and by American National Standards Institute ANSI.

The main criteria is defined by 'uptime' ratings from T1 at 99.671%, T2 at 99.741%, T3 at 99.982 to the highest T4 at 99.995%. Uptime, is critical for all Data Center operations.

NOTE: The difference between the T3 99.982% and T4 99.995%, is only 0.013%. While seemingly nominal, it could be significant depending on the application. Looking at one year or 525,600 minutes, in expectation, T3 will be unavailable 94.608 minutes whereas T4 will only be unavailable 26.28 minutes. Therefore, T4 in a year will be available for an expected 68.328 more minutes than T3. Similarly, a T3 Data Center would be expected to be 21.1 hrs more available than a T2.   (continued)

What is Cloud Hosting ?

Data Centers (continued from previous page)

A Tier 1 Data Center, which is basically a server room, follows basic guidelines for installation of large scale computer systems. The most stringent level, a Tier 4 Data Center, is designed to host mission critical computer systems, with fully redundant subsystems and compartmentalized security zones controlled by biometric access controls methods. Another consideration is the placement of the Data Center in a subterranean context to establish seismic fault tolerances for data security as well as environmental considerations such as electrical and cooling requirements.

Larger Data Centers can consume as much electricity as a small city and have multiple independent power generators and cooling towers to insure maximum fail-safe redundancy. The image on the right shows a massive array of redundant cooling compressors used for a T3 Data Center.

There are dozens of standards and related factors involved with the design, location and construction of Data Centers and although the physical design and construction is critical, the telecommunications carrier infrastructure and the computer networking designs, application software and operational management are all equally critical for each and every user's on premises operations.

The carrier connections and systems used in "Off Premises" hosted solutions 'have' to work, all day, every day. That's where the real differences in Data Center selections come into play, the individual security of your daily operations.

What is Cloud Hosting ?

Data Center Networking

Data Centers are designed in many different networking concepts and include both 'public' and 'private' data networks. Public data networks utilize various telecommunications carrier connections to interconnect across the country and the world. Most larger Data Center networks utilize fiber connections, but could also include traditional analog wired, cellular or satellite carrier utilities. The underlying concept is that for users, it's completely transparent and is designed to provide high-speed communications from anywhere to anywhere via a network of Data Center routing. Like a web…..!

Every internet users that connects to the 'World Wide Web' is being routed through a combination of either private or public Data Centers all interconnected across the country and beyond. Companies like Google for example, operate huge private ultra secure Data Centers. In fact, many larger corporations and the government have their own private networks and Data Centers to insure maximum security, speed and availability. Still another aspect of national networks is the utilization of fully digital networks or those using a combination of analog or other provider carrier services. A fully digital network provides the maximum performance, and a fully digital private network is the ultimate data network design concept.

For a corporation, another importantly factor in the decision to develop a private network and Data Centers is controlling the cost of on going carrier provided services and operations. The cost to develop and build a nationwide private digital data network is simply, staggering!

Inside The Google Data Center

As you can see in these two Data Center images...

Not all Data Centers are created equally !!
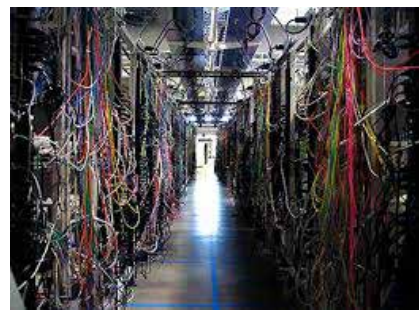
What is Cloud Hosting ?

The Gannett Private Digital Network

The Gannett Private Digital Network is renowned by Data Center architects and developers for its design and operational infrastructure. One of the largest and most secure data networks in the world, the Gannett network provides real-time telecommunications services for 53 broadcast TV network stations, 83 national newspapers, including **USA Today**, dozens of corporate website, over 100 digital business units, 2,000 office locations and more than 30,000 employees in the US, Canada and the UK.

Pinnacle Corporation is one of a small group of Gannett partners that share the Gannett national network. Pinnacle markets and provides access to the network and occupies space within the Data Centers for offering hosted services to the Hospitality Industry.
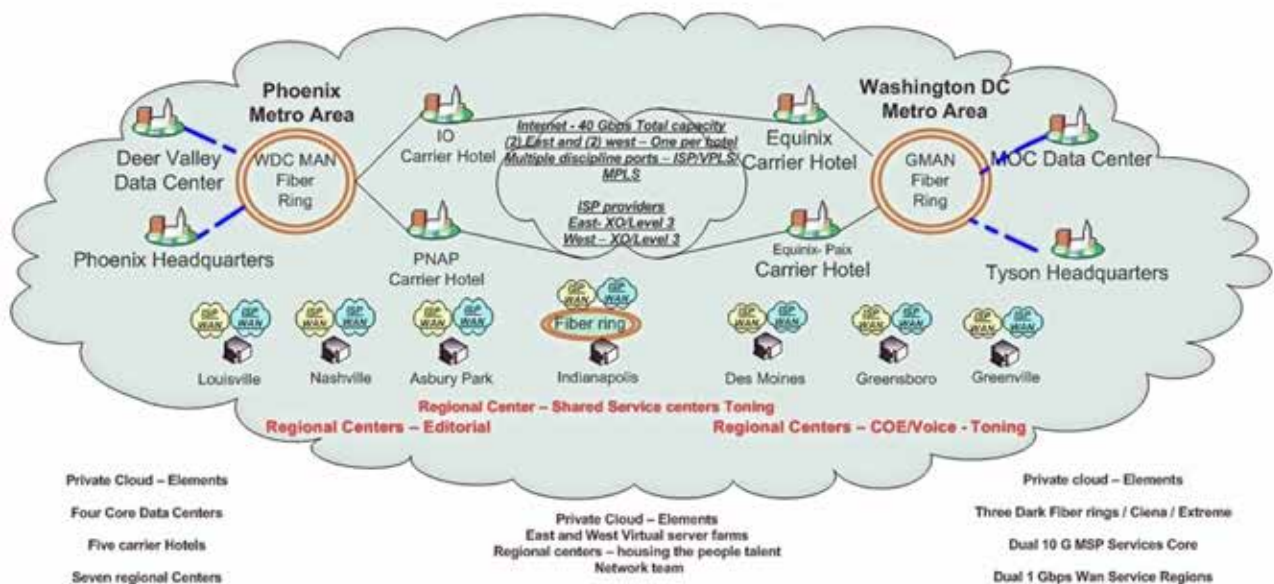
The Gannett Data Centers are staffed 24/7/365 by highly skilled technicians and supervisory management staff that monitor every aspects of the facilities operations and systems. All hosted systems are backed up by layers of redundancy and fail-safe measures.

Not All Hosted Clouds or Hosted Solutions Are The Same!

Pinnacle's hosted solutions are on the Gannett *'PRIVATE'* network. Some offers of hosted services use *'PUBLIC'* networks where there is no centralized control over hardware, security, connections, support and many other critical aspects. Public networks use multiple platforms and various levels of Data Center facilities to link connections.

Using the Internet for everyday applications such as email may be transparent as far as connectivity, but when your business depends on 100% performance, you want to make sure it's connected to a single private 100% digital network.

*"The one that 'USA Today' uses may be a good choice!"*

What is Cloud Hosting ?

Virtual Operations

To begin to understand the value and benefits of 'cloud based hosted solutions', it's important to understand the basics of 'hardware virtualization' which implies that hardware typically associated with a hotel's operations are only an abstract representation of actual hardware that are accessed with just a simple user interface like a monitor and keyboard or simple interface gateway or network routers to control your various systems like internet access, PBX call accounting and PMS.

Everything functions exactly as before, but the computers and related servers are not physically located in your offices or telephone room or equipment rooms, but installed remotely in a Data Center. You will be operating in a virtual environment, while the most critical and important elements like application software and data storage are somewhere else. In a location somewhere much more secure and protected than your own physical location.

This illustration shows some typical applications located in the Data Center and those that are located on premises at the hotel.
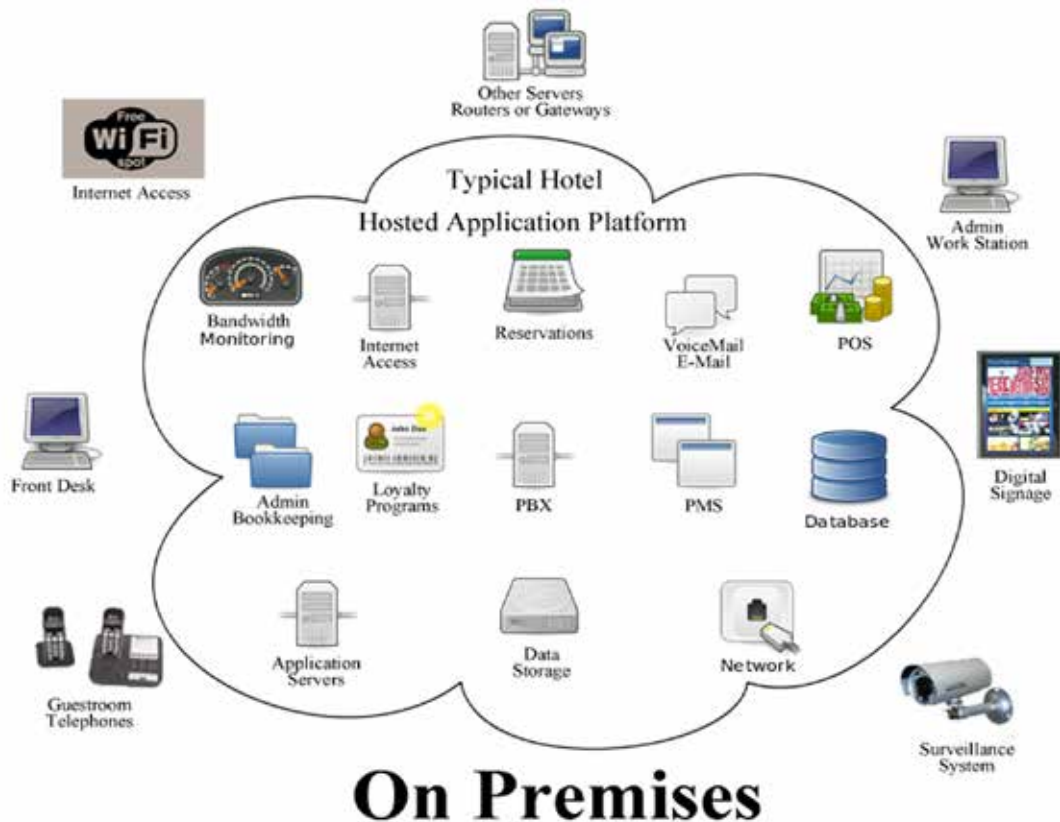
What is Cloud Hosting ?

"lot's of things to consider,,,!"

The Top 10 Basic Benefits Of Hosted Solutions

1. Shared resources. Your individual hotel's services are shared in the Data Center with other users at a fraction of the cost.

2. Hardware in the Data Center is fully scalable to adapt to different requirements without buying new equipment.

3. Less maintenance & service cost. Data Centers are staffed 24/7/365. No one has to travel to your location.

4. Simple application upgrades. There's no additional hardware to purchase. It's already there.

5. Built in system integration. All of your systems are automatically integrated at the Data Center. A significant savings compared to on-premises integration.

6. Much higher reliability. Data Centers are designed for failover redundancy and emergency backup.

7. Consolidation. Multiple properties can operate off of one set of application servers. Anywhere!

8. Much higher security. Data Centers employ the highest levels of data and application security available.

9. Less facility cost, smaller or no server or telephone rooms required. Less electric and cooling cost.

10. Easy to add new applications. Every application used in a hotel is already there, at the Data Center.

What's Inside The Data Centers ?
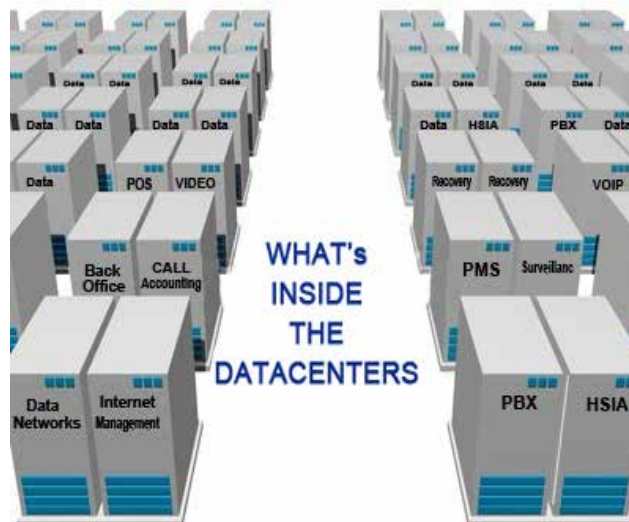
"How The Top 10 Basic Benefits Of Hosted Solutions Are Deployed"

Shared Resources
The cost for a single user to occupy space within a Data Center would be prohibitive. The advantage for hotels and users is the concept of shared resources and services, which is then only a fraction of the overall cost of facility operations and the initial cost of hardware. While each user has it's own dedicated modules or server space, the design of the Data Center is intended to service thousands of users and can be expanded as needed.

Fully Scalable
How often do hotels have to choose between adding additional features or stations and the cost to upgrade to a higher capacity system? In a hosted environment, you only pay for what you need and provisions for expansion is unlimited. Want to build a new wing with 30 guestrooms or simply add a new admin office work station, with computer and telephones but your servers are already maxed out…...that will never be an issues with a hosted solution.

Less Maintenance & Service Cost
Once you have relocated your servers, controllers, application software and as much as 85% of your current hardware to the Data Centers, you will not need the same level of individual property maintenance support or on site service. Data Centers are staffed 24/7 by experts who can diagnose issues and switch out components in a fraction of the time typically required for a traditional service call. No one has to travel to your location. They are already there.

Simple Application Upgrades
When you want to add a new feature available for your PBX or PMS system, but your current platform will not support the upgrade, hotel operators are again stuck with two choices; do without the new features or replace your existing system with a newer model hardware. In a hosted environment, the latest versions of every application is automatically available. Upgrading is easy, fast and low cost. (Continued)

What's Inside The Data Centers ?

(Continued from previous page)

Built In Systems Integration
For hotel operators that understand the benefits and value of integrating their traditional technology systems, when deployed within the Data Center, systems are automatically organized for easy integration and all are deployed on compatible Data Center platforms. There is no need to be concerned about interface issues or different cable configuration, it's already compatible.

Much Higher Reliability
Data Centers and hosted computing provide hotels the highest levels in operations reliability. You are guaranteed more than 99% uptime as a basic function of the Data Center's operational design criteria. Forget about storms and bad weather, tornados, hurricanes, power outages or even earthquakes, your systems are safe and secure and operating full-time.

Consolidation
For hotels that are part of a management group or just owners that own more than one or two or two dozen hotels, hosting provide easy adaptation to operate multiple hotels located in different areas of the country using 'ONE" system. That's right, you can share the recourses of your hosted systems between multiple properties, multiple flags, multiple infrastructure designs. It's that easy !! It's a basic fundamental aspect of hosted solutions. Just think of the cost savings….!

Much Higher Security
No individual hotel or group of hotels can obtain a higher level of security than by hosted solutions. With Data Center hosting, as with the Data Centers used by Pinnacle, hotels have the ultimate in physical and electronic security. You systems are housed in a fortress, with external perimeter guarded security and strict entry and access controls and data is protected by the most advanced security elements available.

Less Facility Cost
With your servers and system elements removed from your property, there's less demand for cooling and electric circuits. There's less operator training for the systems components, less space requirements, less insurance cost, less exposure to accidental damage, less security required. Everything in the hotel's operations are cost factors and with a substantial portion removed to an off premises location, there's simply less facility cost.

Easy To Add New Applications
One of the outstanding benefits of hosted solutions is the ease and lower cost of adding new or enhanced applications and features. They are already installed in the Data Center and it's just a work order away from adding enhanced capabilities to your platform. Easy ! Fast ! Lower cost ! In the Pinnacle Data Centers the latest versions of all major applications are available.

"In the not too distant future all new hotels will be constructed with hosted systems operations, you too can take advantage of the capability, right now, today"

The Pinnacle Integrated Hosted Solution

"who you gonna call ?"

Within the Lodging and Hospitality Industry, it's almost anticipated and expected that the industry's leading and most recognized telecommunications supplier would be the first to offer hotels the absolute ultimate in "off premises" hosted solutions. And…...because Pinnacle understands the industry after its 25 years of service and currently providing monthly services for more than 650,000 guestrooms, it has developed the right solutions for every class of service and every hotel, big or small, at the best possible cost.

Pinnacle understands that a hotel's operations are critical, 24/7, and that loss of service, means loss of revenue. They realize that everything has to work, when it is supposed to and has spent years in the development and planning stages to prepare for the future, today!

Introducing………

Hosted Applications and Services Available For Hotels

VOICE PBX Systems
PMS Systems
Voice Mail Systems
Call Accounting Systems
HSIA Networking
Surveillance Systems
Digital Signage System
Systems Integration
Property Consolidation
Telecom / Broadband Connection Services
Access to The Gannett Private Digital National Network

Understanding Pinnacle Hosted Solutions

**It might be enough to say that your hotel's
PBX or PMS system hardware is just a few isles
away from mission critical servers
used to manage and distribute the nation's
number one newspaper, 'USA Today'
along with 82 other national newspapers,
53 TV broadcast networks,
dozens of website,
plus more than 100 digital business units,
2,000 offices and 30,000 employees
all owned and operated by
The Gannett Company**

**……if not, then on the following pages we'll try to
give you all of the details of why Pinnacle, and only
Pinnacle can offer hotels the ultimate in hosted
solutions operating in the exact same Data Center
facilities and coast-to-coast private network
that Gannett uses !!**

On the following pages, we will explain what's included in a 'Pinnacle hosted solution and also how the process works, step-by-step, to establish a hosted solution project.

We will explain the different phases of analysis, design, engineering, project management, site installation and finally the ongoing technical support and live 24/7 support for your servers and guestrooms.

*"There is only one 'Pinnacle Hosted Solutions'
and the Lodging and Hospitality Industry can only have
one Number One Telecommunications Supplier,
and that distinction belongs exclusively to
Pinnacle Communications Corporation."*

Find out what the prerequisites are and what it takes to become 'Number One'.

Understanding Pinnacle Hosted Solutions

Who Helps To Make Up The Pinnacle Hosted Solutions?

Pinnacle has worked for years to form a collaborative group of experts in the area of off-premise hosted applications and solutions. This assembled team represents many decades of focus on The Hospitality and Lodging Industry in providing a wide range of products and services.

The goal was to develop the most advanced remote hosting capabilities available targeted at the unique and specific needs of hotels, resorts and other industry related applications that would offer hoteliers a practical and economical range of services and products that could be easily integrated with existing systems to offer advanced capability and lower operating cost.

When you combine our advanced application solutions along with our relationship with Gannett, there's simply nothing better or a more affordable solution available."

The bottom Line.....

It takes the 'Right Team' to offer hotels the industry's most advanced Hosted Solutions

PINNACLE HOSTED SOLUTIONS FOR HOSPITALITY

Hosted Voice PBX - Full Featured PMS
Hosted HSIA - Network Connections

Private Digital Network
Tier 3+ Data Centers

PINNACLE COMMUNICATIONS

TEAM HPBX
Mitel
360 NETWORKS
GANNETT
SEPTRIVIUM
PDNS
SKYWARE
Alcatel-Lucent
cisco meraki
Office 365

Understanding Pinnacle Hosted Solutions

The Prerequisites

Before exploring the overview of the Pinnacle hosted solutions and the various phases of design and migration to the clouds, it's important to provide an overview of the provider's foundation, what it takes to qualify as an expert hosted systems designer and developer. What it takes to be ranked by industry customers and suppliers as the number one Telecommunications Provider and the resources it takes to operate the nation's largest coast-to-coast service organization and private digital network.

Building The Right Organization

This location map shows Pinnacle's coast-to-coast corporate and service organization's facilities and operations.

No other telecom provider can offer the Lodging and Hospitality Industry a coast-to-coast guaranteed anywhere "two hour on-site" emergency support.

Anytime-Anywhere!

Legend:
- ★ PINNACLE CORP. HEADQUARTERS
- ★ PINNACLE CORP. REGIONAL
- ★ REGIONAL BRANCH SERVICE
- ★ HOSTING NETWORK DATA CENTER
- ■ REGIONAL SERVICE TECHNICIAN

Having The Right Partners Is Essential
Pinnacle's partners include the industry's
top tier of product manufacturers and services providers.

The Prerequisites (continued)

Having The Right Experience

Experience takes time….. Pinnacle has provided telecommunications solutions to The Lodging and Hospitality Industry for more than twenty five years and has over 650,000 guestrooms under monthly service agreements. Pinnacle has led the industry into every phase of new technology and is recognized for its leadership position with numerous awards for achievement and is unparalleled in it's distinction as the 'first' to implement and install new emerging areas of telecom and data networking for major hotel brands.

OUR INDUSTRY HAS COME A LONG WAY !
and we have always been ahead of the curve......

Additionally, the company has worked hand-and-hand with equipment manufacturers to help design and guide them into new innovations, targeted at providing needed applications for hotels. There are too many achievement accolades and way too many 'industry first's' to mention, but when it comes to technical expertise and industry knowledge, there is only one **'Number One'.**

Being Able To Solve Problems

Experience and knowledge lead to innovation…... At Pinnacle, providing the right solutions at the least cost is always a priority. When the company can't find what it needs at a reasonable cost for customers, 'they invent it in house.' Pinnacle's highly experienced engineers have designed and produced proprietary products, systems and application techniques that allow them to offer solutions, not available from any other suppliers. This has resulted in numerous Pinnacle proprietary branded products and solutions.

The Prerequisites (continued)

**Establishing Customer Trust and Confidence**

In The Lodging and Hospitality Industry, there's no room for miscalculations, missed deadlines or unqualified providers. It's critical operations, 24/7 and in order to meet and maintain guest satisfaction, and brand specific franchise specifications, hotel operators must depend on and trust only the industry's leading experts that can keep them open and operating at maximum everyday.

To qualify as an expert in the industry, Pinnacle has "all the right stuff" !

Having The Right Experience
Building The Right Organization
Having The Right Partners
Being Able To Solve Problems
Earning Customer Trust and Confidence

Pinnacle has lead the industry into every phase of new technology over more than 25 years of focused and dedicated commitments to hotel operators and corporate brands and has established itself at the very top of its chosen field. After all, it's the company's namesake, "Pinnacle". Only after these accomplishments were established was Pinnacle confident in offering its customers and the industry it serves the advanced state-of-the-art hosting solutions.
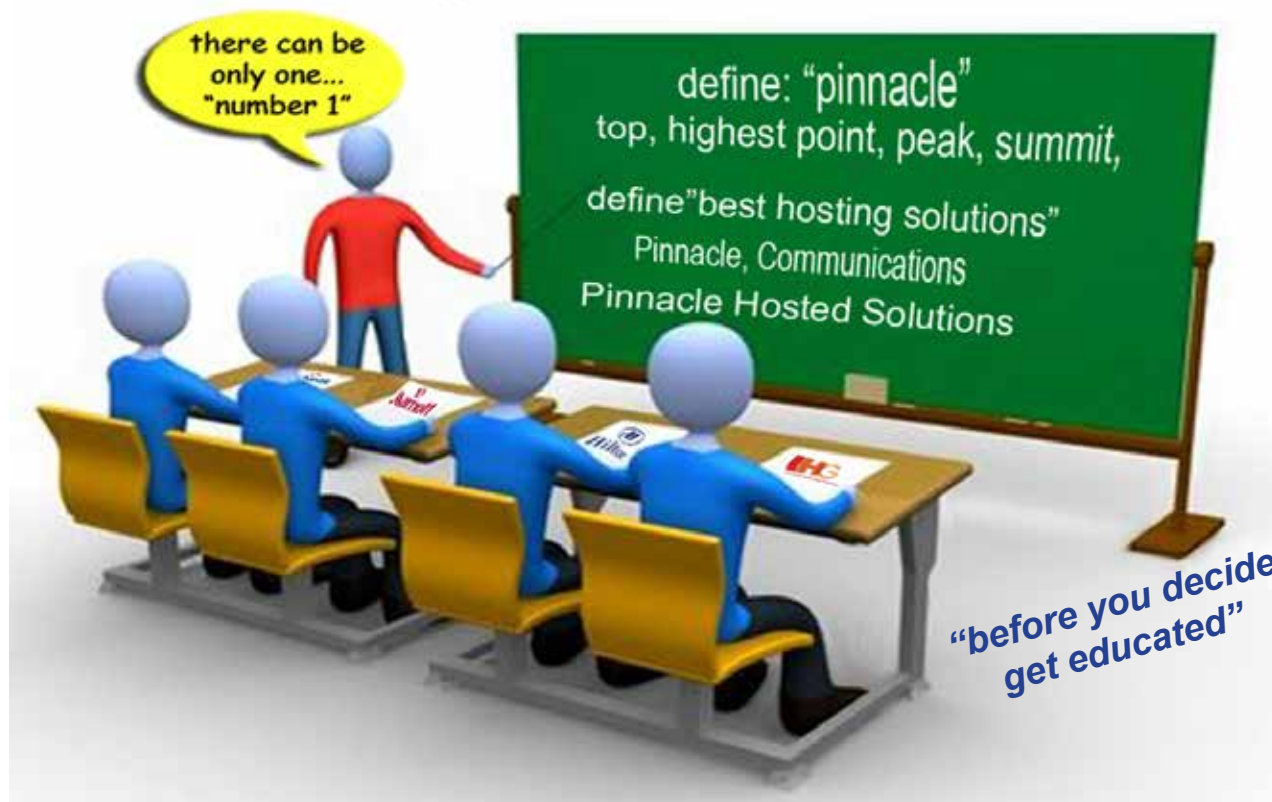
Understanding Pinnacle Hosted Solutions

Designing A Custom Integrated Hosted Solution

The Site Survey

Every hosted solution begins with a customer meeting and for existing locations, a site survey. The analysis of any special requirements, brand or franchise requirements and the customer's expected goals starts the process of designing a system. Pinnacle's expert sales team and managers will review the requirements , analyze options and provide an overview for the customer's review. The same process is done for new construction, working from the foundation up, where Pinnacle will work with specification drawings from planners and architects to prepare its recommendations and formalize a scope of work overview.

Pinnacle's decades of experience is important in helping customers to make the right choices based on tangible proven application successes and knowing where to look for the little details so often overlooked.

The Engineering Design Process

Every hotel is different. The location, facility design, franchise requirements and many other factors have to be considered for each hosted solution. Not every application or operating system a hotel may have can be relocated to the remote Data Centers, and some applications simply do not qualify for remote operations, so Pinnacle's sales and engineering teams must evaluate and justify what is feasible and practical.

One important area of evaluation is the vintage and compatibility of current existing systems that may not be readily useable or compatible with newer processors and or applications. In most cases, there are adaptive interface controllers or other techniques Pinnacle engineers can utilize to insure compatibility.

Carrier Network Connections

Another very important consideration in analyzing a hosting project is the availability of the right carrier connections and formats. Regardless of the power and sophistication of the hosting network, successful hosting projects are still dependent on the direct carrier connections to the property, often referred to as the 'last mile' connection.

Last Mile Considerations

The **"last mile"** is a metaphoric phrase used to refer to the final leg of telecommunications networks delivering service connectivity to customers; the part that actually reaches the customer's facility.

Last Mile Considerations (continued from previous page)

The last mile is typically the speed "bottleneck" in communication networks; its capacity limits the bandwidth of data that can be delivered between the hosting network and the hotel.

For example, telephone trunk lines that carry phone calls between carrier switching centers or to the hosting networks are modern optical fiber, but the "last mile" connection to a customer may be cooper twisted pair telephone wiring that may not have changed much in 100 years.

So during the site survey and analysis and the engineering design considerations, special emphases must be focused on insuring adequate 'final mile' bandwidth capacity is available. There are numerous connectivity options available to resolve any limitations in this regard.

In today's hotel environment in order to insure the highest guest QoS (Quality of Service) the right Internet connection networking is a vital necessity. Designing the right solution in this area is critical to the overall success of a hosted solution. It's not just about a higher bandwidth expansion, but network configuration and management. Pinnacle has a team of over 65 regional service providers from coast-to-coast to insure that the right networking is selected at the lowest possible cost to hotels. It's a complex design element and making the wrong choices can be costly and yield less than optimal performance.

Finalizing The Design

 Once systems are identified that can be migrated and become part of the hosted solution, Data Center engineers take over to evaluate what is required from the hosted systems to maintain, or in most cases, increase the current levels of existing systems operational aspects. This includes meeting and exceeding any brand specific requirements. The applications provided under the hosted solutions are all the latest levels of user requirements and offer all necessary functions and features typically required by franchise brands and hotel operators.

The next steps are to evaluate the demand on equipment in the hosted Data Centers to determine how much is required to fulfill this project's requirements. If one hotel has 100 guestrooms, why pay the same cost of another hotel with 1,000 guestrooms? This is the foundation calculation for 'On Demand' billing. Only pay for what you need!

The last steps of the engineering and design phase is to determine what equipment is required on premises to interface with the remote hosted application servers. (continued on next page)

Finalizing The Design (continued from previous page)

Devices like modems, routers, gateway controllers and sometimes interface adapters are typical hardware devices that remain in the hotel. It is basically the same concept you use at home for your cable TV or internet access, you need a 'box' to connect to the service providers. In this case, the service provider is Pinnacle's Hosted Network.

Generally, the existing infrastructure cabling remains as it is and only at the point where the cable or wiring connects to the existing systems, like the PBX system for example, would there be a modification to eliminate the PBX Controllers and replace the controller with, 'in simplistic terms', a modem connected to the outside world. Just like at home. No more big boxes! The easiest transition would be on existing systems using IP technology, but even systems with older analog cabling schemes can be converted. The following illustration shows what stays and what goes to the cloud!
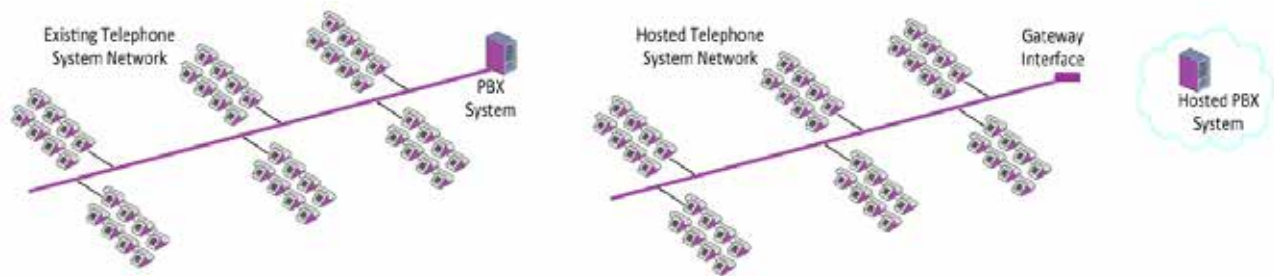
The Implementation Phase

Once the design and contractual aspects are finalized, the implementation phase and installation begins. Unlike the traditional 'cutover' during the installation of a new or upgraded system, with a hosted solution, components and hardware are located in different physical locations, so the coordination and transfer to the hosted operations is more involved. A hosted cutover requires more steps to insure that all of the communications between the Data Center and the site are operational.

Pinnacle will assign a project manager and support team to coordinate and insure that cutover or in the case of a new installation startup, is completed according to the promised transition date. Once the hosted operations startup are completed, everything operationally onsite will be as usual, except that the servers and application programs are not in a closet, but remotely operating from the Data Center. However, unlike traditional new systems startups, the remotely located components will be monitored 24/7 in the Data Centers and in the event of system issues, live support is available for almost immediate response. The Data Center servers are designed with many automated backup functions and redundant operations, so an actual component failure in the Data Center, would be resolved without any interruption to onsite operations.

Understanding Pinnacle Hosted Solutions

Ongoing Support 24/7/365

Surely one of the most important aspects of a successful hosted system installation in the ongoing support. Live support for the Data Centers is around the clock and backup 'failover' systems are in place to automatically switch to redundant servers in another Data Center facility if needed. In other words, it would take a catastrophic failure in two different Data Centers, in two different states on different sides of the country before an outage could occur. There are better odds for winning the Powerball Lottery, then having multiple Data Centers shut downs.

The Data Centers are staffed with highly skilled technicians and managers that can respond to application issues or other individual server or client processes. Everything is monitored, everything is backed up and everything operates more than 99.982% of the time.

Pinnacle also provides live 24/7 support for hotel guestrooms equipped with Pinnacle's HSIA products. For situations where the remaining onsite hardware or application may fail, no other company can provide a higher level of onsite support than Pinnacle, including its guaranteed 2 hour emergency onsite response, anytime, anywhere, coast-to-coast!

Additional Hosting Services To Consider

Upgrade With MPLS

One outstanding benefit of a hosted solution is the range of additional capabilities hotels can take advantage of, even hotels that do not deploy fully hosted operations.

Applications like Pinnacle's MPLS Network Configuration can greatly increase conventional services via hybrid land based / hosted connection to the Pinnacle network.

MPLS (Multiprotocol Label Switching) is a standards-approved technology for speeding up Internet network traffic flow and making it easier to manage. It's a complex technology and the best way to illustrate what it does is to compare network traffic to real driving traffic.

The comparison of Internet 'traffic' to everyday highway 'traffic' could not be more accurate. Everyone who drives has experienced traffic jams or bottlenecks that affect the smooth flow of cars along the highways and at interchanges. The exact same conditions exist when lots of users are accessing the Internet; 'heavy traffic' slows down everything. On some highways there's an 'HOV' lane that helps to move some traffic faster. That's what MPLS offers for Internet traffic; multiple HOV lanes for various voice and data requirements. Contact Pinnacle to find out more about MPLS.

Understanding Pinnacle Hosted Solutions

Hosted Options (continued from previous page)

HVDR (Hosted Voice Data Recovery)

HVDR is another Pinnacle proprietary hosted solution that can be used with existing on-premises installations to provide automatic connection to a hosted backup for voice PBX interruptions. Think of it as a easy to implement and low cost insurance that keeps your guests talking in the event of service failure.

Another application is for hotel properties that have to undergo facility renovations and wish to keep the hotel's telephone connections to the site.

It can also serve as a temporary 'job-site' PBX systems used during new construction projects.

Find out more about HVDR and talk to Pinnacle about other solutions and hosting options.
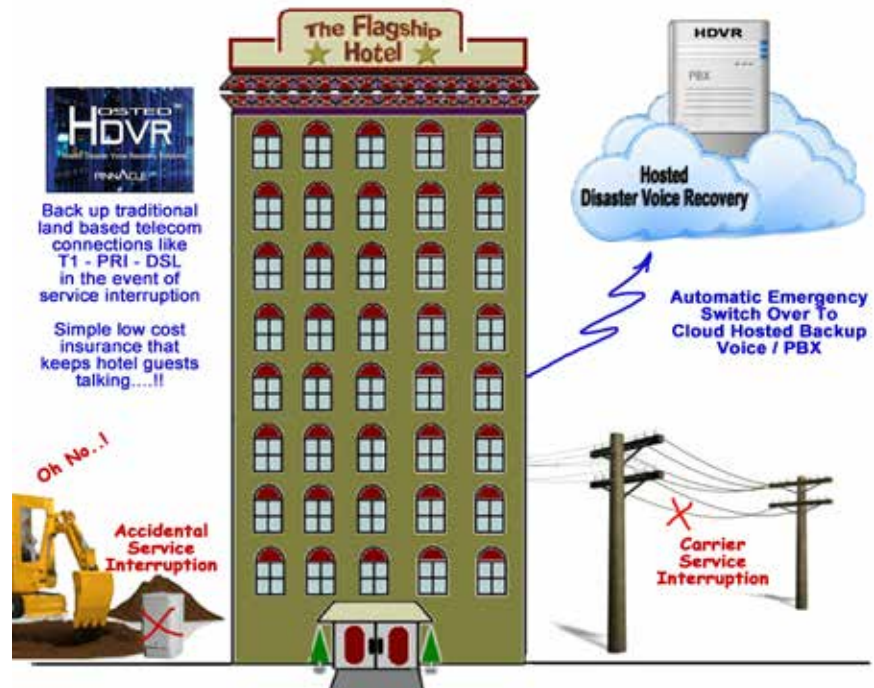
"Want to *See* what's going on at your **Site**"

SiteSee360

Pinnacle's Site*See*360 is a remotely controlled self-contained surveillance camera system that is ideal for monitoring hotel construction **Site** progress. Available in several different installation configurations, this proprietary solution can be deployed at any location Site for 24/7/365 video surveillance.

Captured images are transmitted to the Site*See*360 web**Site**, where you can *See* the action in near real-time depending on the capture rate settings. Time-lapse or Snapshot viewing can be configured to meet customer's requirements.

Uploading is available with cellular 4G or site provided Wi-Fi connections. Accessible via PC or mobile devices. Many additional options available.

Contact Pinnacle For Complete Specifications and Features

Understanding Pinnacle Hosted Solutions

**How Do I know If My Existing Hotel
Can Benefit From A Hosted Solution ?**

Here's An Example !
Almost every hotel, large or small, could benefit from some aspect of hosted solutions. But not every situation is cost effective unless there are equipment requirements that need to be upgraded or are at the end-of-life cycle and cannot be covered by factory warranty or provide service parts.

Before you consider upgrading or buying a new system, you should find out what a hosted solution will cost and the options and benefits available. In this scenario, a hosted solution can save as much as 50% of what a new system would cost. It can be tailored to your specific requirements, provide more application features than most popular fixed systems, and save at least 50% of what a service agreement would cost.

Here's Another Example !
You recently purchased a new PBX system and all of you other systems are not very old and working to meet your needs and satisfaction. Most likely, you're not a candidate for a traditional hosted solution upgrade. However, Pinnacle can offer you the advantage of having your incoming trunk lines for telecom and broadband, switched to converged trunk hosting which can save significant cost and greatly improve reliability.

With ever increasing demand for more broadband capacity, consider hosted converged trunking and get more for less.

Opening A New Property Example !
In the development of a new property, evaluating hosted operations has to be a serious consideration. When designing the systems and infrastructure cabling based on hosted applications, everything can be designed for the maximum benefits, minimum onsite hardware requirements and huge cost savings.

Multi-Property Operations Example !
You own or operate more than one hotel and want to save operating cost. Hosted converged operations can save significant cost by operating and managing an entire group of hotels using one set of applications. Just think of the savings available.

These are just a few examples to visualize how hosted solutions can work for hotels.
Call Pinnacle and find out exactly how Pinnacle Hosted Solutions can work for you.

Understanding Pinnacle Hosted Solutions

What To Do Now?

On the previous page were just a few examples of typical scenarios where a hosted solution is ideal. But every application is unique and there are many options and configurations to consider. You should contact Pinnacle to discuss your unique requirements and discover how a hosted solution can generate substantial cost savings and provide much greater performance and piece of mind.

PINNACLE
COMMUNICATIONS
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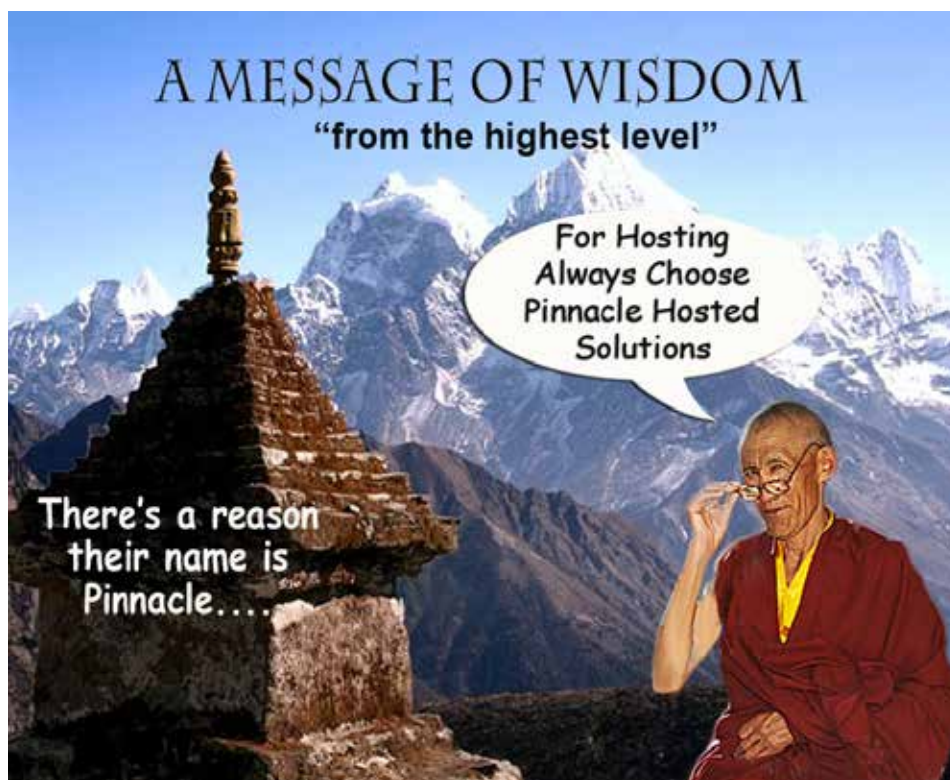
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22