

PRESS RELEASE

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Pinnacle's Most Recent HealthCare360 Project Ends With Happy Customer At Sharon Towers Assisted Living Community



The sprawling Sharon Towers assisted living community is located just north of Charlotte, NC. Founded in the late 1960's by Presbyterian leaders in Charlotte, the not-for-profit community is home to 330 residents on a wooded, 28-acre campus on Sharon Road in the heart of popular SouthPark. The existing 30 year old PBX system was failing rapidly and considering how vital telephone communications between the staff and hundreds of residences is on a daily basis, the replacement had become a critical project.

"We were both anxious and concerned over this major migration, especially considering the nature of our business as a Continual Care Retirement Community and the important role the phone system plays for us even on a minute-by-minute basis daily," says Jody Williams, MCP, Sharon Towers IT Manager. "We needed to make sure we chose a system and installation that would result in the least amount of downtime required during the migration as both our employees and residents rely heavily on the phone system. The Mitel PBX system we chose and the Pinnacle team did not disappoint."

Jody continues, "From the beginning stages of evaluating our options with our sales representative Ben Rowland, to the time we signed the contract and scheduled the installation with David Sexton and Ray Martinez, to the training sessions led by Joy East, we can wholeheartedly state that we have had a top-notch engagement and experience overall with our Pinnacle team. Not only were they all professional, knowledgeable and friendly; they enabled a much-needed expediting of the entire project, which eased our concerns since the previous system was fading fast and we were not sure how long it was going to last. We would like to express our appreciation to the Pinnacle team for the great job they have done all around."

"When it comes to the technology and system requirements, it makes total sense that our HealthCare360 and Hotel360 solution packages are so similar" says Ben Rowland, Pinnacle National Account Manager for the Sharon Towers project, "an assisted living complex and a hotel have almost the same exact requirements and functionality as far PBX voice communications, internet access, TV, surveillance and interfacing with other related systems; basically everything we do for hotels. That gives us the confidence that our solutions are the right choice."

"Pinnacle began developing HealthCare360 while expanding into the Healthcare Sectors about three years ago, just as Hotel360 was reaching such a high success level in the Hospitality Sector," explains Bill Mitchell, Pinnacle CEO/VP Cloud Solutions, "we've done large and smaller hospitals understanding that there's little difference between a hotel guestroom and a hospital patient room for the networks we install every day." "We are looking at the healthcare sector for future growth and think that HealthCare360 could exceed the success we're enjoying with our hotel solutions."

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