

## PRESS RELEASE

**Germantown, MD  
February 7, 2018**

### **Pinnacle Does '911' Emergency PBX Replacement**

**Sheraton Houston North**  
15700 JFK Boulevard  
Houston, Texas



“We brought this one back from the grave. I thought we lost the property when we couldn’t revive the old Hitachi, but our guys did an awesome emergency install,” says Don Roach, Pinnacle National Account Manager. Within hours, Pinnacle launched an emergency tech team of Bobby Slifer, Ben Moura and Carlos Dominguez to Houston where they were able to restore critical services in less than 48 hours and install a new Mitel PBX with full system cutover in six days.

The 419 room Sheraton North is popular for business travelers with its location close to George Bush Airport and having over 30,000 square feet of meeting space and is typically booked out when its aging PBX system just gave out and crashed. The hotel staff understood how vital it was to restore services and was very supportive during new system installation.

Fortunately for Sheraton, Pinnacle is experienced in critical response and has a SWAT-TEAM approach to locating required hardware and service organization that can dispatch experts to handle any type of crises within hours. In fact, Pinnacle is the only Hospitality Industry supplier that guarantees a two hour onsite emergency service response anytime, anywhere coast-to-coast, 24/7/365.

“I’m really proud of our service organization’s ability to take swift action and pull off another amazing installation,” says Bill Mitchell, Pinnacle CEO/VP Cloud Solutions, “it’s taken us a long time and a great amount of hard work to hone our skills and build the perfect nationwide service organization to a point where no other company can come close to our ability.” “Well Done!”

For information about The Sheraton Houston North, Houston, TX

Visit: [The Sheraton Houston North Hotel](#)

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