

Pinnacle Communications

Introduction

This case study of Pinnacle Communications is based on a June 2022 survey of Oneneck customers by TechValidate, a 3rd-party research service.

“OneNeck was able to suggest the right M365 licensing plan for Pinnacle to save money while still providing the optimal functionality to our employees.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Oneneck:

- When considering OneNeck as their Microsoft CSP
 - Helping you discover which M365 plan was right for your business: Very Important
 - M365 consulting and roadmap Development: Important
 - M365 migrations: Moderately Important
 - M365 tenant set-up and management: Very Important
 - User provisioning and administration (moves/add/changes): Slightly Important
 - Escalation management and reporting: Moderately Important
 - 24x7 expert-to-expert support for priority 1 and 2 incidents: Moderately Important
 - Broad portfolio of complimentary multi-cloud solutions and services: Moderately Important

Use Case

The key features and functionalities of Oneneck that the surveyed company uses:

- They chose OneNeck as their Microsoft CSP because:
 - Value-add services beyond just Microsoft
 - Expert Microsoft knowledge and expertise
 - Responsiveness/Acting quickly
 - Ease of doing business

Results

The surveyed company achieved the following results with Oneneck:

- Improved organizational productivity
- Improved collaboration and communication
- Increased mobile workforce productivity
- Better teamwork in remote/hybrid work environments
- More robust secure access/identity management

Company Profile

Company:
Pinnacle Communications

Company Size:
Small Business

Industry:
Hospitality

About Oneneck

OneNeck IT Solutions LLC, a wholly-owned subsidiary of TDS, Inc., employs 450 people throughout the U.S. The company offers multi-cloud solutions, combined with managed services, professional IT services, hardware, and local connectivity via top-tier data centers in Arizona, Colorado, Iowa, Minnesota, Oregon, and Wisconsin. OneNeck's team of technology professionals deliver secure, modern platforms and applications for organizations embracing data-driven transformation and secure end-to-end solutions.

Learn More:

[OneNeck](#)