Pinnaca, a managed video service

Improve your video communications experience.

Whether your teams are working remotely, in the office or both, you're very likely relying on video collaboration more than ever before. It's no surprise, as recent research indicates that video calling is the second most common form of work collaboration—just after email.[1]

Video collaboration is more important than ever. Still, many businesses lack the resources and bandwidth to deal with the frustrations of self-managing video conferencing.

Businesses around the world are struggling to navigate the complications of using numerous video conferencing solutions while increasing their return on investment. Ideally, businesses can find a turnkey video solution that enables employees to collaborate effectively, almost anywhere work takes them.

Pinnaca offers just that. A global team of experts and support staff manage your video services so you can focus on other priorities.

> **People choose video conferencing for collaboration more than every other communication tool except email.[1]**

What does Pinnaca do?

Pinnaca helps businesses improve their video experience, increase adoption and improve platform uptime and stability. With customer-facing and behind-the-scenes monitoring and management, Pinnaca optimizes the user experience, improving the video conferencing and collaboration ecosystem to help better their performance. Pinnaca provides a customer-hosted solution that offers more control and a cloud-based solution with greater flexibility.

Pinnaca's services include:

Endpoint monitoring and management.

These and other managed and proactive services—including software management, change management and incident management—can help with problem resolution for infrastructure and endpoints

Video conferencing support services

Customers who purchase endpoint management and monitoring can purchase vendor-agnostic, operator-assisted or operator-attended recording and streaming support. With operator-assisted support, all participants join the conference with acceptable video and audio quality, after which an operator disconnects. Operator-attended support keeps an operator on the call for the duration to provide immediate assistance for any issues that may arise

Increased user adoption of video technology

Pinnaca helps implement training, awareness and utilization programs to educate users and increase comfort and confidence in using video collaboration technology

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What's happening on video calls? Be sure you know with monitoring and endpoint management.

What else does Pinnaca do?

Pinnaca helps businesses gain more insight into video communications by using an online reporting platform that delivers customer-specific data in a simple user experience. The portal also offers business intelligence features that include uptime performance reporting, customized reporting and more so that businesses can extract information from data across all collaboration technologies, which can help inform better business decisions.

A simple user interface helps users gain useful insights and improve video conferencing environments, even when users have limited experience with video collaboration tools. The system can provide real-time analysis of device status, infrastructure capacity, active calls, active virtual meeting rooms and active call quality. Beyond this, Pinnaca provides historical analysis of call issues, call quality, adoption, endpoint utilization, infrastructure capacity and utilization, meeting details endpoint details, and capacity analysis.

What are Pinnaca's key features?

- Customized reporting, uptime performance and more business intelligence through the online portal

- A global team of experts and support staff available 24/7 to help employees collaborate from almost anywhere

- Monitoring and endpoint management to optimize the performance of video conferencing and collaboration

What are the benefits of Pinnaca?

Empower your team and customers with the full benefits of your video communications technology, with managed video services and solutions that are:

✓ **Reliable**

↔ **Flexible**

$ **Affordable**

With an increased reliance on video collaboration, it's critical to enable the best possible video experience and max uptime in the simplest way possible—Pinnaca offers an enhanced user experience for your employees, your customers and your partners. By using video conferencing as the standard for optimizing operations and creating a collaborative culture, you can transform your business.

Pinnaca is a turnkey solution that creates a seamless experience, reducing the time and resources used to manage your services. And since Pinnaca's support and experience are vendor agnostic, they can be used with almost all major video software and hardware manufacturers.

Learn more:

For more information about Pinnaca and how you can improve the ways your employees and customers connect, contact your Verizon Business Account Manager or visit verizon.com/business/products/voice-collaboration/conferencing/pinnaca-managed-video-solution/

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