



Customer Case Study

# Pinnacle Communications



**Pinnacle Communications**

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

Company Size:  
**Small Business**

Industry:  
**Hospitality**

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## Quote

**“US Signal 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 US Signal:

### When considering US Signal 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 US Signal that the surveyed company uses:

### They choose US Signal 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 US Signal:

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





# Digital Infrastructure Solutions Built for Your Business



**US Signal, established in 2001, is a premier national digital infrastructure company that operates a fully owned fiber network to deliver a wide range of advanced digital solutions. Our offerings include robust cloud services, secure colocation facilities, high-performance connectivity, comprehensive hardware resale, and managed IT services, empowering businesses to enhance their operational efficiency through tailored network, data center, data protection, and cybersecurity solutions.**