



PINNACLE
COMMUNICATIONS
&
360 NETWORKS
CLOUD & ON-PREMISE SOLUTIONS

MAXIMUM DATA CENTER RELIABILITY WITH MINIMAL OVERSIGHT

PINNACLE COMMUNICATIONS CORPORATION (PINNACLE)

Pinnacle Communications Corporation is a telecommunications solutions provider specializing in the Lodging and Hospitality Industry. The company currently has over 650,000 guestrooms under service.

Pinnacle’s Hotel360 solution provides technology packages for hotels of every size and complexity, including services hosted from Pinnacle’s data centers nationwide.

CHALLENGES

Pinnacle wanted to replace the existing network with a simpler virtual chassis architecture to offer higher performing and more reliable cloud-based services to its customers.

The company needed a robust data center switching solution that did not require extensive IT oversight since resources were extremely limited.

Lastly, an expandable network solution was required to give Pinnacle the business agility needed to keep growing its customer base, services and capacity.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniSwitch® 6900 Stackable LAN Switch

Alcatel-Lucent OmniSwitch® 6860E

Alcatel-Lucent OmniPCX® Enterprise Communication Server

WHAT MADE THE DIFFERENCE?

Pinnacle, an Alcatel-Lucent Enterprise business partner, was intimately familiar with the equipment and trusted its reliability. The company knew that the typically low failure rates would help significantly lower its ongoing maintenance costs.

In addition, Pinnacle wanted a low maintenance solution. It knew that embedded intelligence, allowing IT staff to configure the network once and then let it run, and the intelligent fabric feature, which automates routine tasks and eliminates error, would limit the need to engage IT resources.

Location: Maryland, USA

Deal implementation: July 2014

Vertical: Hospitality

Number of users: 10,000 hosted rooms

BENEFITS



TECHNICAL

The intelligent fabric auto-configuration of link aggregates eliminates provisioning errors and allows rapid service turn-up for users.

The in-service software upgrade effectively eliminates routine maintenance windows and is carried out without taking down user VPNs.

The loopback prevention feature prevented significant outage at Pinnacle when an Ethernet cable shorted in production.



FINANCIAL

Having highly reliable hardware minimizes the need for costly on-site maintenance.

The solution’s reliable and redundant design ensures SLA adherence for hosted services and avoids performance penalties.



USER EXPERIENCE

The in-service software upgrades can take place at any time without impacting users’ network experience.

Thanks to Access Guardian, users can connect easily and securely, with little need for helpdesk support.



“The Alcatel-Lucent Enterprise data center switching solution provides Pinnacle and its hosted customers with the reliable and high-performing services we expect. The solution’s embedded intelligence and reliability means it requires minimal oversight and management.”

David de’Marsi, Senior Network Engineer, Pinnacle Communications Corporation