



PINNACLE POWER CASE STUDY

Pinnacle Power designs, builds, operates and finances direct energy networks for communities. They work with local authorities and property developers to reduce costs, energy consumption and carbon emissions. Having up to date, efficient and smooth running telephony in place is crucial for Pinnacle Power and the companies it partners with.



Objectives

Pinnacle Power were looking to upgrade their telephony system for two energy companies under their umbrella. .



The project

Corona IT Solutions built a new call-centre style cloud-based phone system for the customers of With Energy and Loca Energy.

Pinnacle Power were provided with the system to allow their team to familiarise themselves and fully test it. This allowed for any tweaks to be made ahead of going live to customers.

Ongoing support

As a company that provides customer support itself, Pinnacle Power understood the importance of having access to friendly, knowledgeable technicians who could understand and resolve any issues. This is why they chose Corona IT Solutions Managed Support.



We were recommended Corona-IT as a IT partner and they have exceeded our expectations. Their attentiveness and high levels of customer support set them apart in their field and have made working with them a dream.

ELYSE ZACCAI

Pinnacle Power

