

Pinnacle Data Systems | Partnered Solutions:

## CAT® Dealership Software Support Services

Since 1995, Pinnacle Data Systems has been a leader in information technology, with over 25 years of combined experience in systems knowledge and software development. Our staff is comprised of former colleagues, coworkers, and associates that have come together to form a professional company, one dedicated to promoting and supporting IBM® midrange systems.

Our services are geared toward small to mid-sized businesses that don't have a large budget for technology, regardless of their industry. We pride ourselves on establishing close and personal ties to each and every one of our clients, and offer the trust and peace of mind that larger service companies seem to overlook.

We know how difficult it can be to find a software services vendor that truly understands your business and one that has the experience to deliver cost effective results. Our daily collaboration with some of North America's largest CAT® dealerships gives us the knowledge and understanding we need to solve specific problems, deliver solutions that will meet or exceed project requirements, and deliver a solid return on your investment. This is why Pinnacle Data Systems is fast becoming the vendor of choice among many CAT® dealerships.

As Caterpillar implements new software and business related changes to their DBS application, the need for a knowledgeable software support vendor to facilitate a successful implementation becomes even more critical. We understand this concept and the challenges of keeping legacy software inline with ongoing changes to DBS. We have an extensive history of projects associated with the DBS system and other supporting applications. As a trusted partner of many Caterpillar dealerships, we have come to understand both sides of the manufacturer-distributor relationship.



## CAT® Dealership Software Services

**Add-on Software Solutions.** We have created several bolt-on software applications that provide an enhanced suite of software features that are integrated with the DBS system. These applications are designed to improve user productivity while minimizing effort, and will increase the overall efficiency at your dealership. They have been designed for, tested by, and are being used by CAT® dealerships just like yours.

**Software Development and Maintenance Support.** Our organization is made up entirely of iSeries® programmers and system specialists that can support your legacy programs, displays screens, reports, queries, and other applications. We can also help with your job scheduler, FTP, and other automated tasks. We work with existing I.T. staff and directly with key users to gather specifications, design, develop, and implement your project efficiently, and with careful attention to your business needs.

**Data Services.** We have been involved with several DBS upgrades, product acquisitions, and a recent conversion of DBS 2.3.4 to DBSi. As CAT® dealerships prepare for these conversions and technical upgrades, we can help in data cleansing efforts by identifying and correcting system data beforehand. We continue to work with dealerships as other data opportunities arise, such as data export for use by third party service providers and large customers, and processing of external data for use by the dealership from other data systems that are external to the iSeries®.

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Data Systems

Pinnacle Data Systems has worked continuously with HOLT CAT®, one of North America's largest Caterpillar dealerships, since 2002.

As their environment has evolved to meet the growth of their business, we have worked with them to provide custom solutions for various modules of DBS including parts, service, EMS, rental, warranty, accounting, and payroll.

Over the years we have implemented many milestone projects, and worked directly with key users to create a respected business relationship that continues to bring value.

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