**System Name:** Calero Pinnacle

## Tracking Number: 322

## Response: Retrofit

## Executive Summary:

Description / System Purpose:

EITS Telephone Services uses the Calero Pinnacle software for billing and E911 integration services.

Mainframe Integration:

Pinnacle uses existing UGA financial data, including account numbers, to send information to legacy financial systems.

## Business Problem:

In preparation for the OneSource chart of accounts changes, we have a business need to have Calero customize our Pinnacle application to handle the new account format. If we do not make this change, Telephone Services will not be able to bill our customers.

## Anticipated Impact:

Pinnacle is used by a little less than 100 users on campus and is used daily.

All work will be performed in a DEV instance within Calero’s cloud hosting before being implemented in PROD.

## Scope:

The scope of this project is solely for the Calero Pinnacle application customization work.

## Timeline:

This is a key integration that will need to be in place for the July 1, 2018 PeopleSoft Financials go-live.

## Costs:

The estimate given by Calero professional services team was that the project should not exceed 40 hours of work and $10,000 in conversion charges.

## Staffing:

Functional Contact: Jonathan Hardy

Technical Contact: Chris Baines

No additional staffing should be needed for this from EITS, as work will be performed by Calero. EITS personnel will be responsible for testing, communications, and population of new data.

## Risks:

This project has multiple risks of varying degrees.

1. Calero has a history of mishandling projects in regard to timely completion.
2. Errors with account strings could negatively impact a $3.1M annual revenue.
3. UGA and ACC PD projects around E911 could impact timelines and deliverables.