Client Desk

Our GLASS KITCHEN for your projects

Pinnacle Infotech

Construct Certainty, with Technology

Mission

Help the AEC industry optimize resources, cost and quality through innovative use of technology for:

- Sustainable and efficient design
- Collaborative pre-construction planning
- Agile construction process
- Reliable facility management

Vision

Lead the global AEC industry to certainty and efficiency using technology.

Associations:

Our Values

E **Excellence**
We take pride in our passion for excellence.
It is a way of life for us.

A **Agility**
We are always at the edge of technology and driven by agile transformations.

R **Reliability**
We have ISO-certified processes and workflow to produce consistent and reliable performance.

T **Teamwork**
Pinnacle provides an environment where teams collaborate effectively to excel.

H **Honesty**
We win the trust of our stakeholders through integrity, straightforwardness, and transparency.

Client Desk

*Our GLASS KITCHEN for your projects*

Effortlessly navigate your project journey in Pinnacle with Client Desk

Maintaining centralized project data throughout the AECO lifecycle is challenging, requiring meticulous attention to detail as it drives field construction. Pinnacle understands the need for a partner to seamlessly manage project drawings, materials, and stakeholders amidst change orders and has been helping AECO customers simplify their BIM experience for the past 30 years.

Pinnacle is now going Digital with Client Desk, a personalized platform empowering you with a real-time window into your projects' workflows as we work on it. With just a few clicks, you can access crucial project information, including project status, members, specification sheets, and more. This unparalleled transparency ensures that you are always well-informed.

Benefits of Client Desk

- ✔ 24x7 access to all project details and files
- ✔ Hasslefree project status tracking
- ✔ Streamlining of RFI resolution process
- ✔ Enhanced transparency & collaboration
- ✔ Seamless communication flow
- ✔ Simplified RFP workflow
- ✔ Real-time notifications of project changes
- ✔ Secured data storage
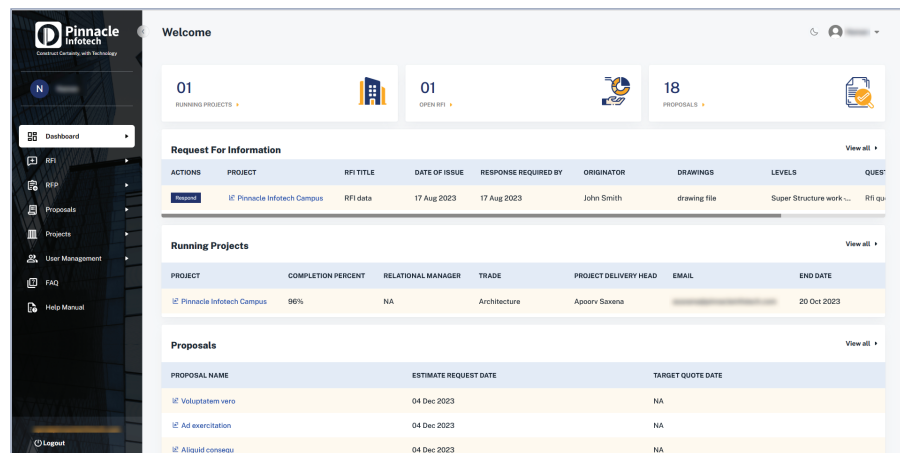
Client Desk Dashboard

The story behind Client Desk —

At Pinnacle, we have always fostered technology and innovation in construction. Since 2017, we embraced digital platforms to streamline project tracking, coordination, and workflows for our 2600+ BIM engineers. Our robust ecosystem has driven the success of thousands of projects across 43+ countries. Today, as we stand as the global BIM leader, we understand the importance of data transparency and collaboration, which propelled the innovation of Client Desk.

With Client Desk, our clients gain real-time insights, transparent communication, and seamless collaboration for project success.

Let's explore how Client Desk empowers you —

A. View and manage project details

Client Desk serves as a valuable knowledge repository, allowing you to Keep the essential project information at your fingertips. This ensures that you can effortlessly track project metrics, monitor progress, keep a tab on involved members, and measure performance, all within a single, intuitive interface.

- *A quick glance at the total, running, and finished projects*
- *Quickly get the project status*
- *Stay updated on the project team*
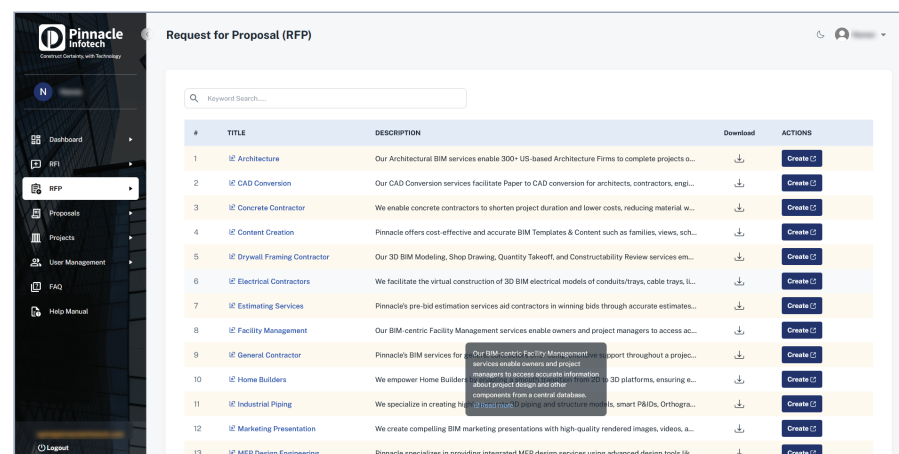- *Easily access project files and documents*

B. Simplify the RFI process

One of the key advantages of Client Desk is its ability to facilitate smooth communication between clients and production teams. Team members can effortlessly request for information and ask about any blockers in the project, and you (the client) can quickly spot any issues, solve them, and provide valuable feedback to the dedicated team members. This seamless feedback loop significantly reduces project turnaround time and minimizes errors, accelerating project success.

- *Spot issues and solve them early on*
- *Stay updated on project blockers*
- *Seamless flow of information*

RFI List

C. Streamline your RFP (Request For Proposal) workflow

Ward off the hassle of printing, scanning, and emailing RFP forms. With Client Desk, submitting your RFP becomes a piece of cake. You can fill out the form on the Client Desk portal, and an opportunity is automatically created along with a dedicated folder in the Project Browser. The RFP is swiftly delivered to the Project Team, saving you time and effort.
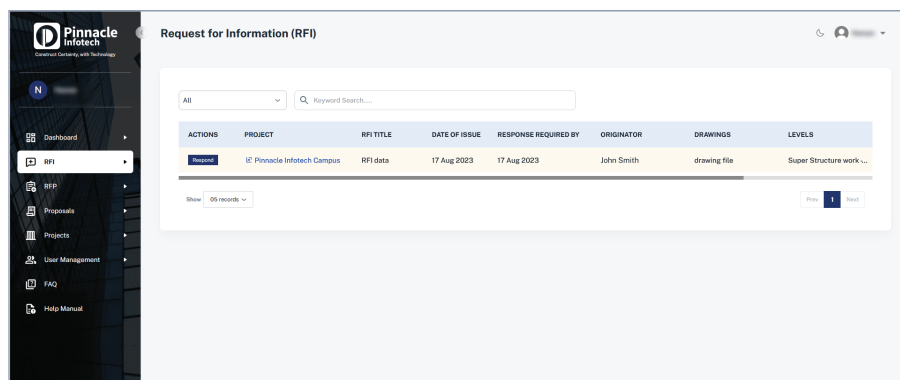

RFP List

D. Amplify collaboration with Forum Threads

The Forum Thread feature on Client Desk revolutionizes real-time communication and progress tracking. Seamlessly connect and collaborate with project stakeholders through easy-to-use forum threads. Stay updated and engaged by accessing all the threaded discussions in one convenient location. Simply click on a specific forum title to reply, and it opens a new tab, allowing you to contribute to the conversation. Keep the communication flow alive and never miss a beat with Client Desk's dynamic Forum Thread feature.

- *Real-time collaboration*
- *Enhanced visibility*
- *Effective knowledge sharing*
- *Improved transparency*

Client Desk Forum

G. Cost visibility

Save yourself from the headache of managing your projects' invoices and payments. With Client Desk, you can consolidate and track invoices raised by Pinnacle, conveniently manage payments and stay in control of your project finances. The best part is, access to Client Desk is complimentary with Pinnacle's services. You do not need to spend a single penny to leverage these features.

- *Easy access to financial documents*
- *Transparant payment process*
- *Seamless invoice management*

Client Desk Invoice
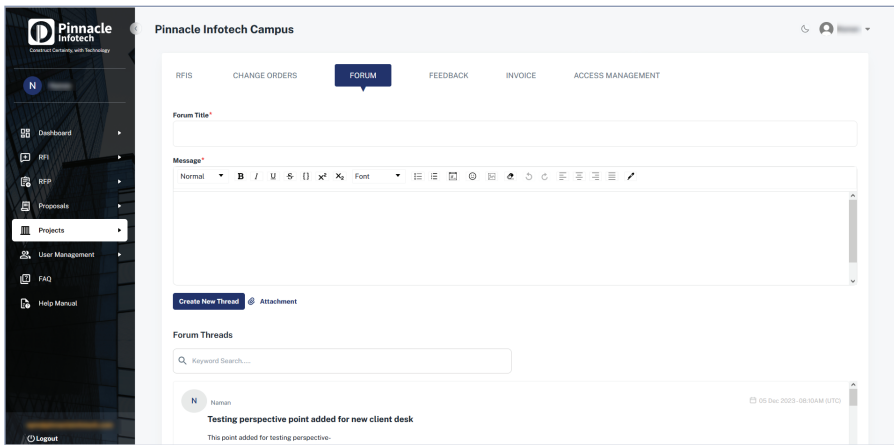
E. Maintain standards across projects

With Client Desk, you can track and share crucial project information effortlessly. The platform lets you document learnings, preferences, and QC checklists to ensure consistent outputs and track issues effectively. With long-form Forum Threads, sharing knowledge across projects is even easier, keeping the project team on the same page and ensuring standardization.

F. Integrate with Revit and Navisworks using VDC

Experience a smooth BIM workflow with Client Desk's integration with PiVDC. Our platform allows easy publication of clash reports directly from Navisworks and lets you sync QC checklists with Revit through PiVDC's integration. You can efficiently track and resolve issues according to schedule, ensuring comprehensive quality control. Moreover, you can publish them across platforms like ACC and Procore for your entire project team, increasing transparency.

H. Manage users effortlessly

Client Desk puts you in charge of your project team. With our intuitive User Management feature, adding or removing users is a breeze. Say goodbye to administrative hurdles. Add new users to your Client Desk profile in just a few clicks. Need to make adjustments? Deleting existing users is just as simple.

Why Pinnacle

Each of our employees has ingrained in themselves the core values - 'EARTH' of our organization.

Excellence	Agility	Reliability	Teamwork	Honesty

Excellence

Excellence is a way of life for us. Our commitment to hard work, creativity, and innovation allows us to reach our full potential in approach, operations, and collaborations. We foster a culture of excellence from the ground up within our organization to achieve operation at the highest industry standards.

Agility

We understand that every business is different. We are highly agile and can adjust quickly to changing market conditions and client requirements. In addition, we offer a variety of business models to suit your specific needs at competitive prices.

Reliability

Pinnacalites rely on trusted processes to consistently produce excellent results. We have over 30 years of experience in the AEC industry, and our work processes are ISO-certified.

Teamwork

We work together to scale every challenge. We understand that it is only through teamwork that we can provide the best possible results for our customers. Pinnacle fosters a team-oriented culture where everyone is valued, and their contributions are encouraged and recognized.
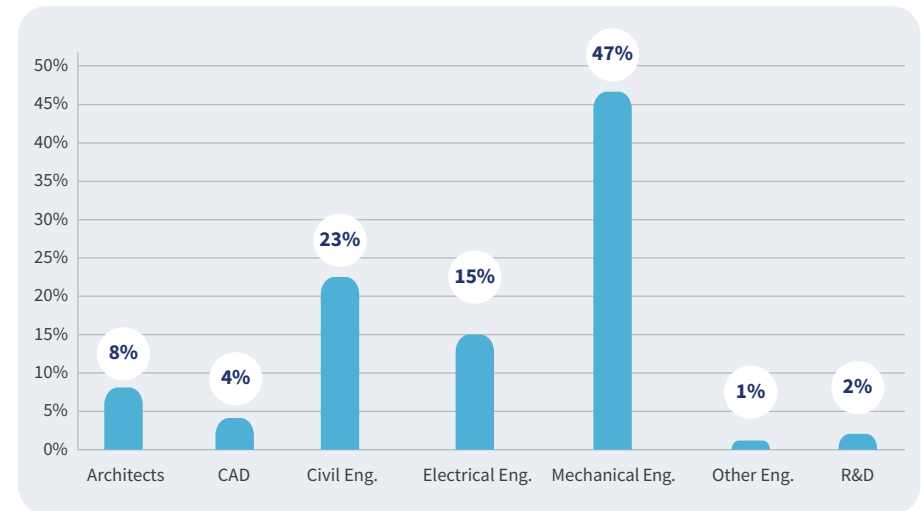
Honesty

Honesty is our key value, and we hold ourselves to the highest standards of integrity. We strive to be transparent and clear in our communication to ensure that our clients get the best value for the money.

Our Team

Pinnacle's significant contribution to Building Information Modeling is made possible by its highly qualified and experienced workforce, including engineers, architects, and other experienced professionals. All our employees are well-versed in handling international construction codes and standards. We are proud of the diverse team and their global experience.

Employee Background

	Architects	CAD	Civil Eng.	Electrical Eng.	Mechanical Eng.	Other Eng.	R&D
	8%	4%	23%	15%	47%	1%	2%

Workforce Growth

2003	2006	2009	2012	2015	2018	2021	2022	2023
212	352	529	636	880	1250	1500	2400	3400+
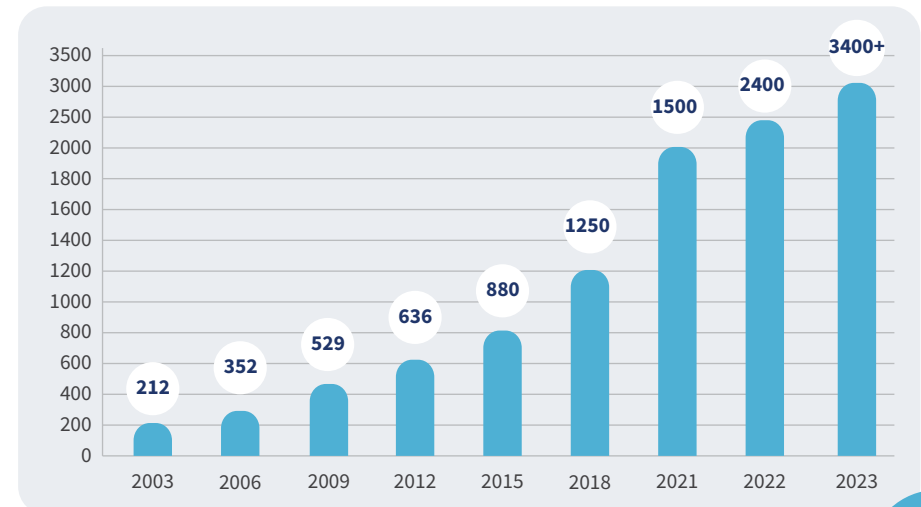
Our Infrastructure

Pinnacle has large state-of-art campuses in Durgapur, Jaipur, Kolkata & Madurai, comprising facilities like High-speed Bandwidth, Blade servers, an R&D center, a Datacenter, recreational zones, playgrounds, and more.

We also have equipped global delivery centers in the US (Houston and Atlanta), Canada (Toronto), UK (London), UAE (Dubai), Singapore, Germany (Munich), and Japan (Tokyo) that allow our employees to work in the same time zone as our customers.

Pinnacle's *Construct-ability Installation Lab* gives construction site experience to employees, integrating theoretical learning with practical experience. It enables our employees to deliver BIM solutions on time and with accuracy.

Our Work Processes

We strongly emphasize the significance of efficient work process management and consistent communication in the context of outsourcing services. Our process orientation and quality control are per ISO standards – 9001:2015, 27001:2013, 19650-2, 19650-3, and 19650-5, plus EMS 14001:2015. As holders of **ISO 19650-5**, the esteemed international certification for BIM services, we ensure adept data management and transparent collaboration. On orders, we assign a dedicated Relationship Manager, a competent Project Delivery Head, and Project Managers for focused execution.

Relationship Management

Our relationship managers are co-located with customers, ensuring clear communication, managing timelines, and handling deliveries promptly to surpass customer expectations. They advise customers on the services Pinnacle provides and build long-term business relationships.

Production Process

Project teams report to Project Delivery Head (PDH). The PDH provides technical leadership to the team and ensures standard work processes (as per ISO norms) are followed. They oversee project delivery. Project Delivery Heads periodically communicate with the client to get regular feedback and ensure the successful completion of the project.

Project Managers handle small teams for a customer and are responsible for understanding project requirements, project standards, invoicing processes, and communication protocols. They prepare project templates per project specifications, plan resources and align project delivery schedules.

Auditing Process

The COE team is an independent body in the company for Process and quality management and monitors the process and quality through various audit parameters, sets up feedback management processes, carries out investigations in case of any complaints/concerns, and provides action items. This way, Pinnacle ensures consistency in the final deliverables throughout the company.

Quality Control Process

Pinnacle's efficient processes and stringent quality control mechanisms have added certainty to 15000+ projects worldwide. Our process orientation and quality control are per ISO 9001:2015, ISO/IEC 27001:2013, ISO 19650-2, ISO 19650-3, and **ISO 19650-5** standards and are managed by an independent QC team.

India Office Locations

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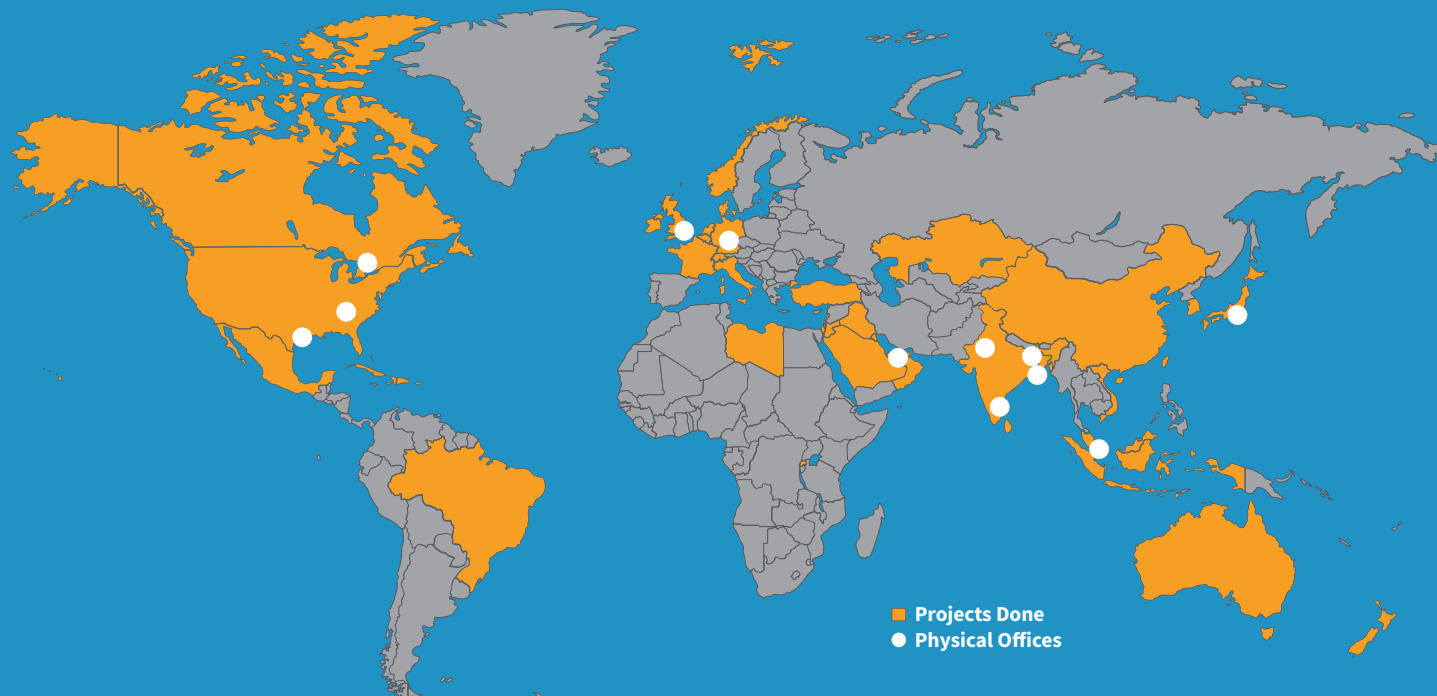Email: info@pinnacleinfotech.com

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■ Projects Done
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