



PINNACLE Positioned as a "Challenger" in the Magic Quadrant for Telecom Expense Management

Evaluation Based on Completeness of Vision and Ability to Execute

ROCHESTER, N.Y., May 1, 2012 (GLOBE NEWSWIRE) -- Gartner recently released its [Magic Quadrant](#) for Telecom Expense Management (TEM), in which [PINNACLE](#), a Windstream company that offers IT service lifecycle management software, was positioned in the "Challengers" quadrant. Compiled by Gartner analysts, the Magic Quadrant examined 23 vendors of TEM services using two main evaluation criteria, which included the ability to execute and completeness of vision.

According to Gartner's definition, TEM services encompass the processes conducted by IT and finance departments to order, provision and support corporate communications services, both fixed and mobile. The continued growth of enterprise telecom services, driven by the use of video and mobile technologies, is prompting many companies to look to TEM services to enable more efficient procurement and support, as well as to manage costs more effectively.

"We consider our positioning in the 'Challengers' quadrant by Gartner a confirmation of our dedication to providing our customers with high-quality service lifecycle management capabilities that improve internal business processes for the past 22 years," said Larry Foster, president and general manager of PINNACLE. "We've made impressive progress with our mobile management service, and our Web service API capabilities have helped to enable seamless cloud-based integrated solutions to various enterprise systems."

PINNACLE has a proven track record of providing comprehensive solutions for supporting the full lifecycle of IT and telecommunications services. The continued investment and innovation the company has made in its communications management platform has allowed it to differentiate its solutions from other providers in the industry. Further, the rapid expansion of its business process outsourcing capabilities has enabled it to exceed the expectations of customers and deliver a complete TEM solution.

The Magic Quadrant research methodology was focused on investigating the following disciplines of the TEM service providers: sourcing management, ordering and provisioning management, inventory management, invoice and contract management, usage management, dispute management, and reporting and business intelligence. By analyzing these areas, Gartner was then able to segment TEM vendors into the four quadrants: leaders, visionaries, challengers, and niche.

For more information about PINNACLE, visit www.pinnsoft.com.

For more information about Windstream's portfolio of advanced services, visit windstreambusiness.com.

About the Magic Quadrant

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About Windstream

Windstream Corp. (Nasdaq:WIN) is a leading provider of advanced network communications, including cloud computing and managed services, to businesses nationwide. The company also offers broadband, phone and digital TV services to consumers primarily in rural areas. Windstream has more than \$6 billion in annual revenues and is listed on the S&P 500 index. For more information, visit www.windstream.com.

The Windstream Corporation logo is available at <http://www.globenewswire.com/newsroom/prs/?pkgid=7044>

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