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To Whom It May Concern:

The Pinnacle Intertech team was already providing us assistance with SDLC and SOX reporting when we had a discussion regarding our IT Department's performance. Our department has responsibility for internal IT as well as customer facing components. We had issues typical of fast growing successful startup and realized we could position ourselves better to address our continued growth.

Pinnacle's experience and expert counsel in IT Governance and Strategy has guided us through strengthening areas of weaknesses and identified other issues that require attention. We have implemented process and procedures and transformed our department from reactive to proactive and are addressing potential issues before they become problems. Pinnacle has helped us to get to the next level and they continue to identify and address areas where we can improve our effectiveness and productivity."

We recommend using Pinnacle Intertech; they are a true partner, looking out for our well being, and providing a valuable and dependable service.

Simon Ma  
IT Director, TeleNav