

# Pinnaca Announces Global Managed Services for Zoom

Submitted by: Pinnaca

Wednesday, 18 September 2019

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Pinnaca customers who are using Zoom for meetings, webinars, or in their conference rooms can now call on Pinnaca's Global Video Network Operations Center (VNOC) for support.

Pinnaca, a global leader in Managed Services for Visual Communications and Unified Communications introduces a new service offering for its customers and partners supporting their Zoom Video Communications deployments. Pinnaca customers who are using Zoom for meetings, webinars, or in their conference rooms can now call on Pinnaca's Global Video Network Operations Center (VNOC) for support.

Pinnaca's global Managed Services support AV Integrators, videoconferencing solutions providers, and enterprise customers with 24/7 Help Desk support, monitoring, analytics and reporting. These Managed Services are available for most visual communications applications and platforms and offer the most complete interoperability services available today. This new offering expands the capabilities of the service portfolio and provides an option for the millions of users now using one of the fastest growing collaboration services.

"We are excited to work with Zoom to offer our customers and partners options to gain live assistance for issues they have," says Pinnaca CEO, Clive Sawkins. "Our partners and our customers are showing a preference for Zoom and we're happy to add value to that ecosystem by offering the same level of support for Zoom Rooms, Zoom Webinars, and Zoom meetings as we've always provided for other video conferencing applications."

Nick Chong, Head of Global Services at Zoom states, "Working with a Managed Services provider who not only supports our mission and can help drive business to our service, but also adds value to the millions of users in our ecosystem is the primary reason we created our partner program. Working with global service providers like Pinnaca will allow us to continue to meet our goals of growing into the Enterprise space and, ultimately, making our customers happy."

## About Pinnaca

<https://www.pinnaca.com/>

Pinnaca ([www.pinnaca.com](http://www.pinnaca.com)) is an independent leading provider of managed video conferencing, telepresence and visual collaboration services. Privately held and headquartered in Berkshire, UK, with regional offices in Minnesota, Toronto, Singapore and Hong Kong, Pinnaca provides customized state-of-the-art products, services and solutions from the world's finest manufacturers. Pinnaca is a global certified partner of Pexip, Cisco, Poly, Ashton Bentley, American Well, Synergy SKY and Vyopta.

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