

Pinnacle Rehab

Pinnacle Rehab highlight the importance of their partnership with Professional Advantage.



Organisation
Pinnacle Rehab

Industry
Healthcare

PA Product
Microsoft Power BI

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Pinnacle Rehab is a workplace rehabilitation organisation that primarily works with injured workers to help them to get back to work after a workplace injury. With a presence across New South Wales, the organisation has a number of rehabilitation consultants, including exercise physiologists, occupational therapists, registered psychologists, and career coaches, who support people in returning to employment and normality after accident or injury.

Professional Advantage (PA) have had the pleasure of partnering with Pinnacle Rehab for more than a decade. The journey between the two organisations began with Microsoft Dynamics GP, before Pinnacle Rehab moved their on-premises environment to Azure, and most recently includes the implementation of Microsoft Power BI, to name but a segment of the solution portfolio.

"We have been fortunate to partner with an organisation early on that suited the size of our business, our trajectory, and our ambition."

Kevin Garvey, Director.

The longevity of the partnership has allowed it to flourish into a relationship that boasts high levels of trust and collaboration.

"When working with PA, we are collaborating with professionals who are experienced, have been through many projects, who understand how to deliver application solutions that impact a business, and who we have immense trust in. PA go beyond just providing and implementing the technology: they use their knowledge to get the most out of the offering and ensure this brings the improvements to the client that they need, and beyond."

Kevin Garvey, Director.

"If we have an idea or application that we want to trial, the first thing we do is discuss this with PA knowing they are working with us and will offer their thoughts, advice, and recommendations. I don't know any other organisation that does that."

Frosina Jovanovska, Business Improvement Manager.

Pinnacle Rehab also highlight the breadth of business acumen that PA have brought to their partnership.

"Often you will work with an application provider who is not experienced in business and therefore cannot see the broader context. PA are unique because they have the experience and knowledge to help across all aspects of the business, with the scale and capability to do so without any negative impact on a project."

Kevin Garvey, Director.

"If anyone asks me for advice about an IT solution or if they need an IT consultant, I always recommend PA. From my experience they have consultants for everything."

Frosina Jovanovska, Business Improvement Manager.

At Professional Advantage, our staff have an average tenure of almost 10 years, so some of our team have had the pleasure of working with Pinnacle Rehab from the beginning.

"Something PA has (which is not easy to achieve) is consistency with staff tenure. We can build relationships with the same people and have consistency throughout a long running project."

Kevin Garvey, Director.

At Professional Advantage, we love sharing stories about the relationships we have built with our clients.

"I always love working with Pinnacle Rehab, and hearing the wonderful things they have to say about us shows the feeling is mutual. We greatly value our relationship and their dedication to working hard alongside us."

Client Success Manager, Professional Advantage.

It gives us great pride to showcase what Pinnacle Rehab are achieving, and we look forward to another decade of partnership.

"Whenever PA thinks they have finished, we come up with a new project for them."

Frosina Jovanovska, Business Improvement Manager.

You can read more about Pinnacle Rehab and their experience with Power BI in their [case study](#).

You can also hear directly from Kevin and Frosina about how to ensure successful user adoption of a new solution in this [blog](#).

