PARK PLACE
TECHNOLOGIES

All About Uptime

Park Place Technologies simplifies the management of complex technology environments worldwide. Our network of parts to support data centres is stored regionally, locally and on-site to allow for fast parts distribution and service to drive Uptime. Park Place created a new technology service category – Discover, Monitor, Support, Optimize (DMSO) – a fully integrated approach to managing critical infrastructure. Our industry-leading and award-winning services include ParkView Managed Services™, Entuity software and our Enterprise Operations Centre.

Global Leader in Data Centre Hardware Support

For almost three decades, we've provided worldwide data centre hardware support and maintenance solutions for storage, server and networking hardware, as well as dramatically reduce support and maintenance costs by 30–40% when compared with like-for-like pricing from the OEM.

With flexible Service Level Agreements (SLAs), simple centralised billing and contract terms, we can provide you with data centre hardware support and maintenance services, globally, including hardware maintenance (storage, server and networking hardware) for all Tier-1 OEMs.

In addition to our data centre hardware support and maintenance services, we can provide you with other associated IT support services including Post-Warranty Support and End of Service Life (EOSL) support services, which have been specifically created to enable you to keep your data centre hardware supported and maintained for as long as you wish to keep it, at a fraction of the cost provided by the OEMs.

Automate The Maintenance Process With Proactive Hardware Monitoring

ParkView Hardware Monitoring™ is the industry's only fully-automated maintenance service, streamlining the hardware support process and helping data centres everywhere boost Uptime. ParkView Hardware Monitoring™ proactively identifies hardware events, opens incidents tickets and triages the issue. Then Park Place engineers are dispatched immediately to your data centre to resolve the issue, making the service process as efficient as possible.

ParkView Hardware Monitoring™ is part of a full suite of ParkView Managed Services™ designed to bring order to managing an organisation's critical infrastructure while eliminating chaos and accelerating business transformation. ParkView empowers you to efficiently Discover, Monitor, Support and Optimize your IT infrastructure including cloud computing environments. This combination of integrated management, across multiple layers, streamlines operations and delivers the agility needed to support today's complex business.

WHY WORK WITH US

GLOBAL LEADER IN DATA CENTRE HARDWARE SUPPORT

- Park Place supports 110,000+ data centres in 154+ countries. Our world-wide network of 1,158,000+ parts stored regionally, locally and on-site, allows for fast parts distribution and service to help you drive Uptime.

UNPARALLELED CUSTOMER SUPPORT

- Wherever you are, and whenever the need arises, Park Place is there with our multi-lingual "follow the sun" Global Customer Support Centres; anytime triage via ParkView™, 24/7 level 3/4 technical support and client services.

PARKVIEW HARDWARE MONITORING™

- The industry's only fully-automated maintenance service, streamlining the hardware support process.

CUSTOMER PORTAL & MOBILE APP

- Central Park, the Park Place customer portal, is your single pane of glass for all incident, contract and asset management. Get real-time visibility for all events; submit a ticket; view all active Park Place contracts and more. And now you can take Central Park with you anywhere with our new mobile app - PPTechMobile.
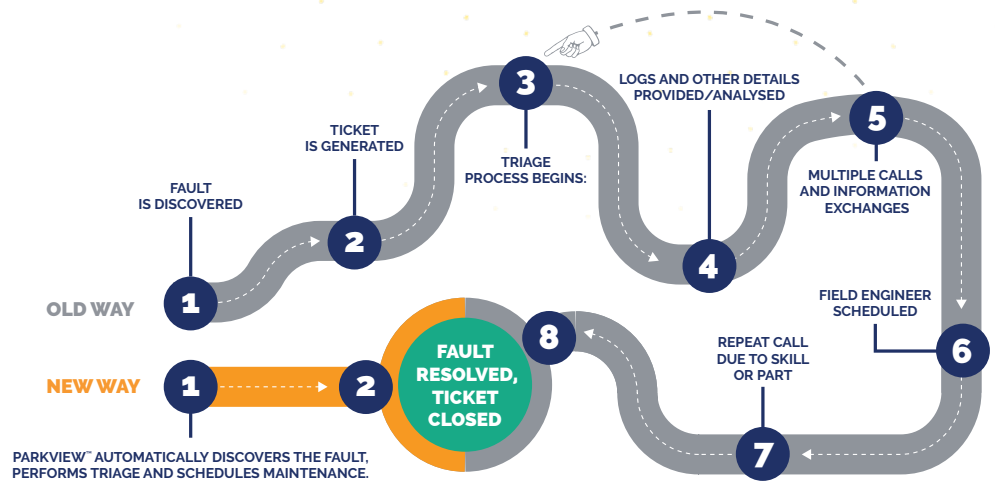
Let's Talk.

To learn how we can help you with Data Centre Hardware Maintenance and Monitoring, call us today at +44 (0) 208.885.9900 or visit ParkPlaceTechnologies.com.

PARKVIEW
HARDWARE MONITORING™

An Enhanced Customer Experience

Traditional data centre management is outdated. It's slow and reactionary, costing you precious time and money.

With ParkView's proactive hardware monitoring, we've automated the maintenance process, resulting in faster fixes and less unscheduled downtime. And that means more time for you to devote to other important initiatives.

OLD WAY

1. FAULT IS DISCOVERED
2. TICKET IS GENERATED
3. TRIAGE PROCESS BEGINS:
   LOGS AND OTHER DETAILS PROVIDED/ANALYSED
4.
5. MULTIPLE CALLS AND INFORMATION EXCHANGES
6. FIELD ENGINEER SCHEDULED
7. REPEAT CALL DUE TO SKILL OR PART
8.

NEW WAY

1.
2.

PARKVIEW™ AUTOMATICALLY DISCOVERS THE FAULT, PERFORMS TRIAGE AND SCHEDULES MAINTENANCE.

FAULT RESOLVED, TICKET CLOSED

IT Asset Disposition (ITAD) Services

Park Place Technologies offers complete ITAD services for your storage, server and networking devices. Our services can include de-installation, transportation, hard drive erasure or destruction both on and off site, E-Waste recycling and certificates of destruction.

Why Move Your Hardware Support to Park Place?

- **END OF SERVICE LIFE (EOSL) SUPPORT**
  Extend the life of data centre hardware/improve ROI

- **30-40% COST SAVINGS VS. OEM COVERAGE**

- **SHORT-TERM CONTRACTS**
  Park Place gives you the flexibility you need during hardware refreshes or cloud migrations

- **PARKVIEW HARDWARE MONITORING™**
  The industry's only fully automated maintenance service, monitoring your hardware 24/7

- **SIMPLIFY SUPPORT MANAGEMENT**
  One partner to support multiple OEMs

- **SLAs SIMILAR TO THE OEMs**

- **SUPERIOR SERVICE**

PARK PLACE
TECHNOLOGIES

Since 1991, Park Place Technologies has simplified the management of complex hybrid IT environments to maximise Uptime, improve operational speed, eliminate chaos and accelerate business transformation.

In addition to ParkView Managed Services™, Park Place Technologies provides exceptional global service and support for data centre storage, server and network hardware for all tier one OEM equipment. Park Place supports 110,000+ data centres in 154+ countries for more than 21,000 clients. Our worldwide network of 1,158,000 parts stored regionally, locally and on-site, allows for fast parts distribution and service to help drive Uptime.

Call +44 (0) 208.885.9900 to learn more.

ParkPlaceTechnologies.com