

All About Uptime

DATA CENTER HARDWARE MAINTENANCE & MONITORING | NORTH AMERICA

Powered by the world's largest on-the-ground engineering team, a robust group of advanced engineers and our Enterprise Operations Center we leverage a global parts supply chain, automation, machine learning and a comprehensive portfolio of services and products to optimize networking and data center Uptime and performance.

Our offering includes a full suite of infrastructure managed services, global hardware maintenance, professional services, hardware sales and best in class infrastructure monitoring software.

Global Leader in Data Center Hardware Support

For almost three decades, we've provided worldwide data center 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 centralized billing and contract terms, we can provide you with data center hardware support and maintenance services, globally, including hardware maintenance (storage, server and networking hardware) for all Tier-1 OEMs.

In addition to our data center 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 center hardware supported and maintained for as long as you wish to keep it, at a fraction of the cost provided by the OEMs.

[NetSure+](#) provides an OEM-compliant alternative for day-One network hardware support by integrating third party maintenance, manufacturer warranties, strategic sparing and global logistics.

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 centers 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 center to resolve the issue, making the service process as efficient as possible. Hardware under Parkview Hardware Monitoring™ and with an active Park Place Technologies maintenance contract is eligible for our industry exclusive First-Time Fix™ Guarantee.

IN PARTNERSHIP WITH:



WHY WORK WITH US

GLOBAL LEADER IN DATA CENTER HARDWARE SUPPORT

- Park Place supports 124,411 data centers in ~180 countries. Our world-wide network of 603,135 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 Centers; 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.

THE INDUSTRY'S ONLY [FIRST-TIME FIX™ GUARANTEE!](#)

- We're so confident we'll get the fix right the first time, we guarantee it. If a return trip is needed to correct the same issue on the same device within 5 days, you will be credited for one month of maintenance and ParkView monitoring on that device. The guarantee covers all hardware monitored by ParkView Hardware Monitoring™ and has an active Park Place Technologies maintenance agreement.

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.

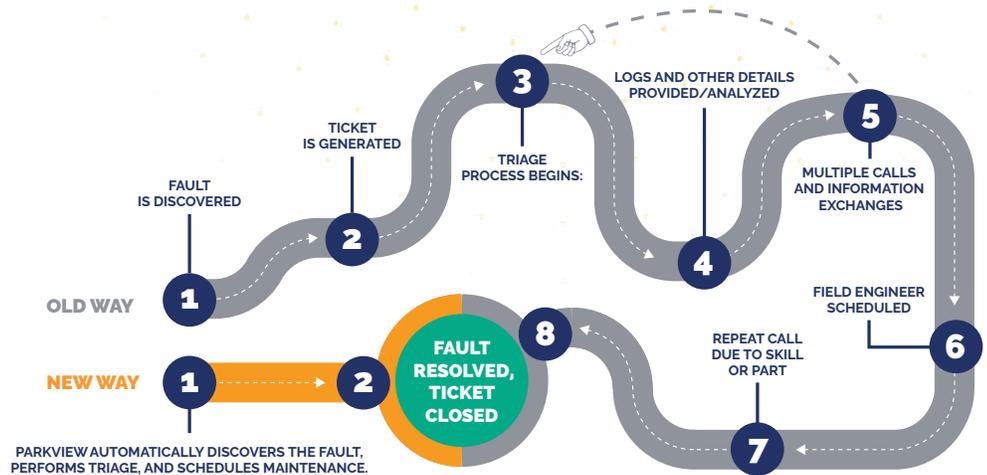
To learn how we can help you with Data Center Hardware Maintenance and Monitoring, call us today at 877.778.8707 or visit ParkPlaceTechnologies.com.



An Enhanced Customer Experience

Traditional data center 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.



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 center 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
- **FIRST-TIME FIX™ GUARANTEE**
- **PARKVIEW MANAGED SERVICES™**
Combine hardware maintenance with our storage, server and network management services for increased efficiencies
- **SIMPLIFY SUPPORT MANAGEMENT**
One partner to support multiple OEMs
- **SLAs SIMILAR TO THE OEMs**
- **SUPERIOR SERVICE**