Sweet Spot

Park Place Technologies

Overview

Based in Cleveland, Ohio, U.S., Park Place Technologies is a global data center and networking optimization firm supporting more than 21,000 customers in over 180 countries. It helps optimize infrastructure productivity, budget, performance and sustainability via its fully integrated offerings, including data center hardware maintenance, infrastructure managed services, professional services, infrastructure monitoring software and hardware sales.

Key Provider Capabilities

First-Time Fix™ Guarantee: Park Place Technologies' First-Time Fix™ Guarantee is a critical market differentiator. It enables clients to resolve any hardware issue on their first visit. The ParkView Hardware Monitoring™ offering supports this guarantee by providing 24/7 proactive fault detection, automated ticketing and triage. This service has helped several enterprises significantly reduce the touchpoints required for issue resolution.

Comprehensive managed services: Park Place Technologies offers a comprehensive, vendor-agnostic managed services suite that covers storage, server and network management. Supported by a follow-the-sun support team located in Enterprise Operations Centers (EOCs) worldwide and

powered by its monitoring tool, Entuity Software™, the company enables NetOps teams to effectively and efficiently monitor, visualize and manage networks.

Most extensive inventory of data center assets: Park Place Technologies has the largest inventory of parts and assets for third-party maintenance (TPM) operation, supporting various OEM models. This extensive inventory helps clients achieve compatibility and quick turnaround for maintenance and repairs. It enables the company to support over 4,000 customers in storage and server monitoring, collectively overseeing 70,000 assets worldwide. This ability to quickly source and replace parts guarantees high service availability and reduced downtime for customers.

Enhanced customer experience: Park Place Technologies offers enhanced CX through its Central Park portal by providing real-time ticket resolution and comprehensive management of IT assets. Central Park provides clients with a single pane of glass for managing data center maintenance and monitoring. This portal and the PPTechMobile app allow clients to perform these tasks from anywhere.

Benefits Delivered

- 24/7/365 infrastructure monitoring
- Reduced alert noise
- Increased compliance to reduce risks
- Reduced mean time to repair
- Increased audit readiness
- Complemented internal skills
- Maximized uptime
- Stabilized budgets
- Over 30 percent savings compared to OEM maintenance costs
- Single lifecycle management partner from procurement to decommissioning