

Park Place Technologies

Sweet Spot

Park Place Technologies excels in delivering robust IT infrastructure management through innovative solutions and exceptional service quality. The company's First-Time Fix™ Guarantee showcases its proactive maintenance approach, facilitating issue resolution on the first visit. This guarantee is complemented by ParkView First Call™, which handles OEM-covered equipment. Park Place Technologies serves as the point of contact for such equipment, streamlining the process for customers.

A key differentiator for the company is its comprehensive, vendor-agnostic managed services that encompass storage, server and network management. Its global, badged field service team uniquely monitors, manages

and maintains clients' physical and virtual environments in-house, without relying on other partners or backline assistance. Whether addressing an OS issue remotely or dispatching a field engineer to replace a drive, the company handles it all.

Another critical strength of the company is its substantial inventory of data center parts and assets. Maintaining a vast supply of components compatible with various OEM models can quickly address hardware issues, reduce repair times and support high service availability.

The company also integrates sustainability into its operations, particularly through IT Asset Disposition (ITAD) services. These services include secure data destruction, equipment recycling and hardware

resale, which help clients reduce their environmental footprint and comply with stringent environmental, social and governance (ESG) standards.

It demonstrates its commitment to client satisfaction through enhanced CX provided through the Central Park portal and PPTechMobile app. These tools offer real-time ticket resolution and comprehensive IT asset management, allowing clients to monitor and manage infrastructure from anywhere. This accessibility and transparency in service management significantly improve operational efficiency and client trust.

Future roadmap

Park Place Technologies aims to grow its business through the following:

- Turnkey solutions for immersion and direct-to-chip cooling
- Integrating AI and ML to enhance service delivery and security
- Offering new support to products across servers, storage and hyperconverged infrastructure
- Focusing on ITAD services to support environmental sustainability through secure data destruction and equipment recycling
- Aiming to increase global presence with more acquisitions and expanding service offerings