PARK PLACE TECHNOLOGIES

Critical Patch Management and Skill Gap Remediation

EXECUTIVE SUMMARY

A global fitness and wellness manufacturing, distribution, and retail company faced mounting challenges maintaining its legacy AS400 (IBM iSeries) environment. The prior support model relied on limited internal expertise and reactive vendor engagement, resulting in prolonged outages, performance issues, escalating operational costs, and limited backup / recovery consistency.

Park Place Technologies provided a scalable, proactive support model for the AS400 platform, delivering 24x7 coverage, deep IBM i expertise, and integrated governance aligned to meet security and compliance standards. Park Place took ownership of the month-end processing workload … a historically tedious and error-prone task … eliminating a major operational bottleneck for the internal IT team. The result was two-fold, improved stability and responsiveness, and reduced overall support costs. This yielded measurable increases in the organization's service quality.

ABOUT OUR CLIENT

This organization is a global health and fitness leader. They manufacture popular lines of healthcare equipment. They develop and deliver interactive connected health and fitness through proprietary software and cutting-edge hardware, helping people change their lives for the better.

OUR CLIENT'S CHALLENGES

There was a clear knowledge gap to maintain the legacy AS400 (IBM i) environment

- Limited internal skills and knowledge
- Other external vendors were reactive and slow to perform
- Each month end was a critical time for software patch deployment
- Business operations were at risk!

Internal staff time bandwidth

- The remaining staff was overwhelmed with day-to-day work
- The internal IT team was not able to work on the AS400 environment

System Back up

- Critical data backups were not executed regularly

Need for Enhanced Observability

- Current insights, reporting and visibility to the infrastructure did not meet expectations
- Key performance indicators were not consistently monitored

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Park Place Technologies, founded in 1991, is a global IT infrastructure service firm. We help 21,500 organizations – including half the Fortune 500 – fuel innovation by dramatically reducing time and money spent on IT infrastructure management, while boosting performance and Uptime.

Powered by the world's largest on-the-ground engineering team, a robust group of advanced engineers, and our global Enterprise Operations Centers, Park Place delivers significant cost savings on hardware maintenance, software technical support, hardware procurement, and more. We also streamline IT infrastructure management, freeing internal teams from day-to-day tasks, enabling them to focus on strategic initiatives.

Park Place Technologies: Save. Simplify. Innovate. For more information, visit ParkPlaceTechnologies.com.

ENGAGEMENT WITH PARK PLACE TECHNOLOGIES

A Park Place representative engaged with the organization to quickly patch their IBM AIX software on their AS400 devices, helping them better manage their infrastructure. Through several discovery calls, emails, and meetings, Park Place scoped out a Remote Managed Services solution.

In under 3 weeks, the agreement was signed and Park Place stood up our Remote Managed Services, Plus tier of support to get the customer back up and running, patched, and secure!

THE SOLUTION

Park Place reacted quickly, working with the internal team to tailor a solution to address their concerns and close the continuity operational gaps.

1. **In 2-3 weeks time**, Park Place stood up a Remote Managed Services solution.
   - Park Place deployed all of the necessary patches
   - They began to remotely monitor the client's infrastructure
   - Park Place took responsibility for the month end reporting, removing a major pain point and freeing internal staff to focus on modernization and value-add initiatives
   - Park Place owned the backup and recovery strategy, enhancing data protection without the need for internal resources
   - System uptime and performance improved significantly, with faster incident resolution and greater visibility into system health.
   - The organization now benefits from comprehensive AS400 support at a lower cost than the previous fragmented model.
   - Governance, communication, and escalation processes are streamlined, resulting in greater trust and predictability in IT operations.
2. By earning the customer's trust, Park Place **expanded services** to include hardware maintenance support
   - Started with hardware maintenance support on IBM Isilon and Dell/EMS storage devices.
   - Newly expanded to include all of the customer's Cisco networking environment

THE RESULTS

Park Place Technologies shifted from a hardware maintenance provider to a true partner, integrating remotely with the organization's infrastructure to remove the management and patching burden from the short-handed team. Realized benefits include:

- Specialized IBM i support removed hidden operational bottlenecks and improved total department efficiency.
- Transferring ownership of repetitive, business-critical processes like month-end close unlocked both cost savings and team productivity gains.
- 24x7 proactive monitoring and governance lead to faster issue resolution and higher system reliability.
- Strategic vendor partnerships built on proven expertise deliver both financial and operational value
- Park Place delivered new infrastructure reliability and resiliency
- Freed staff to focus efforts on other key initiatives

KEY TAKEAWAYS

- By leveraging Park Place Technologies' Remote Managed Services expertise, the organization was able to resolve their staffing, skill, and management concerns.
- This engagement demonstrates how Park Place Technologies can quickly transform a partner's infrastructure for the better. This example was implemented in under 3 weeks.
- Strategic IT partnerships can fill critical skills gaps and improve operational resilience.
- Tailored, flexible solutions — including remote support and governance — can deliver enterprise-grade service without overburdening internal staff.
- Trust and proven track records are as important as technical capabilities when selecting an IT services partner.
- Park Place Technologies combines deep technical expertise with business-focused advocacy—helping clients maximize uptime, control costs, and unlock hidden value in their IT infrastructure.