

Save. Simplify. Innovate.

Fuel IT innovation by reducing time and money spent on IT infrastructure management while simultaneously boosting performance and Uptime.

Customer Onboarding Guide





21,500
CURRENT CLIENTS
SUPPORTED



100,000+
UNIQUE DATA CENTERS
SUPPORTED



2,400+
STOCKING
LOCATIONS



180
COUNTRIES
SUPPORTED



50%
FORTUNE 500
CUSTOMERS
SUPPORTED



2,400
PARKPLACE
EMPLOYEES

TABLE OF CONTENTS

<u>A Message from the CEO</u>	3
<u>Welcome to Park Place Technologies</u>	4
<u>Central Park Customer Portal</u>	5
<u>Choosing and Registering Your Administrative Contact</u> ..	6
<u>Registering for the Central Park Customer Portal</u>	7
<u>Logging On</u>	9
<u>Submitting a Ticket</u>	10
<u>Live Chat</u>	12
<u>PPT Tracker</u>	12
<u>Analytics Hub</u>	13
<u>Escalation Processes & Contacts</u>	14
<u>Park Place Service and Product Detail</u>	19
<u>Park Place Hardware Maintenance™</u>	19
<u>Park Place Software Technical Support</u>	19
<u>ParkView Hardware Monitoring™</u>	23
<u>First-Time Fix™ Guarantee</u>	23
<u>Park Place Professional Services™</u>	25
<u>Data Center Relocation</u>	25
<u>Deployments</u>	25
<u>Discovery</u>	25
<u>IMAC</u>	25
<u>IT Asset Disposition</u>	25
<u>Staff Augmentation</u>	25
<u>Wireless Transformation</u>	26
<u>Remote Hands</u>	26
<u>Storage & Data Migration</u>	26
<u>Park Place Managed Services™</u>	27
<u>Entuity</u>	27
<u>Software™</u>	28
<u>Curvature Hardware</u>	29
<u>What's Next</u>	30
<u>Additional Resources</u>	30
<u>Contact Us</u>	30

A MESSAGE FROM THE CEO

Welcome to Park Place Technologies!

Your IT infrastructure needs have become more complicated, more global and more critical to your business—and you have found an experienced, innovative partner to maximize your efficiencies and investments while reducing your costs and worries .

I encourage you to take the time to explore our full portfolio of options, from hardware maintenance, professional services and managed services, to hardware sales and optimization software .

Park Place is built on providing the best client experience .

As you take this onboarding journey, please feel free to share your feedback with me and your account representative .

Again, welcome to Park Place Technologies!



A handwritten signature in black ink, appearing to be "C Adams".

Chris Adams, President and CEO

WELCOME TO PARK PLACE TECHNOLOGIES!

We're thrilled to be your Data Center and Networking Optimization firm. Our mission is to make managing your IT infrastructure easier, boost performance and Uptime, maximize your IT budget, and free up valuable time enabling you to think bigger – and act faster. From procuring to decommissioning, our comprehensive portfolio of services and products helps IT teams optimize IT lifecycle management.

SAVE

- Save 30-40% vs. the OEM on hardware maintenance and software technical support (storage, server, networking, and HCI)
- Save 50-70% on new and pre-owned hardware
- Bundle services to save even more
- Consolidate from several IT infrastructure management tools to just one with Entuity Software™

SIMPLIFY

- Complement internal skills with our expert service teams
- We offer comprehensive, global 24/7 monitoring, management, and remediation solutions
- L3-level expertise on: legacy devices and hardware, hyperconverged environments, emerging technologies, and more
- Park Place has your infrastructure support covered, so you can refocus your staff on other innovative initiatives

INNOVATE

- Focus internal IT staff on transformational change
- Reinvest cost savings into new technologies, including liquid cooling, that maximize AI workloads, support higher rack densities, and reduce energy consumption up to 40%
- Park Place offers turnkey solutions for immersion and direct-to-chip cooling systems
- We're vendor and technology agnostic, so we'll engineer to meet solutions that best meet your needs

NOT JUST BIGGER ... BETTER



As the global leader in data center hardware maintenance, Park Place Technologies delivers a support experience others simply can't.



MORE EXPERTISE

- The most L1-L3 engineers in the industry – badged Park Place employees (not backline partners)
- The resources and expertise to be a single support partner – across OEMs, across the world.



A BETTER EXPERIENCE

- A seamless, low-touch maintenance process powered by ParkView Hardware Monitoring™
- Live support 24/7 delivered in more than 170 languages
- A customer portal (Central Park) that provides visibility into your supported devices and makes managing your account easy



MORE UPTIME

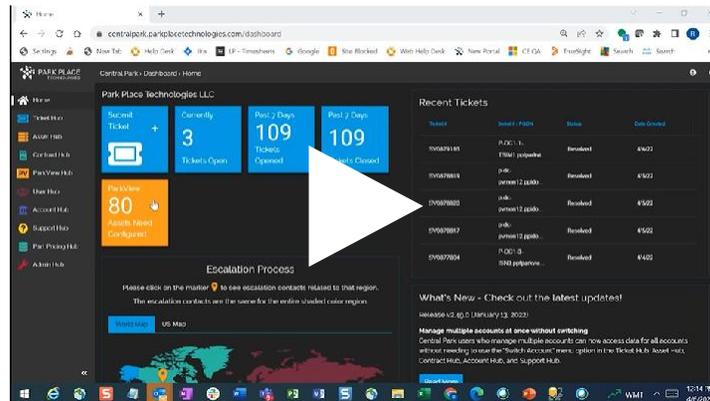
- Global part stocking and logistics to ensure you have the parts you need, when and where you need them
- OEM-level support and SLAs at 30-40% less cost
- The industry's only First-Time Fix™ Guarantee

Most of our customers start their relationship with Park Place utilizing just one of our services, our ability to optimize your data center and networking (and save you more money) increases as you bundle services together. So, however you're starting your partnership with Park Place, we encourage you to explore our portfolio and ask your Sales Representative to provide details on other areas of interest.

Let's get started!

CENTRAL PARK CUSTOMER PORTAL

Please view to explore the latest Central Park features.



We're dedicated to providing the best customer experience possible—and that starts with our customer portal, Central Park . Consider it your single pane of glass for managing your Park Place account . Open and close tickets, check on the progress of open tickets, add and delete devices from support or monitoring and much more .

- Easy-to-read key metrics dashboards
- Service ticket, contract and asset management
- Ability to track the major milestones of a service ticket with our PPT Tracker
- 24/7 Live Chat feature for ticket inquiries
- Ability to add or drop assets from your contract
- Multi-account access
- Ability to designate multiple customer administrators
- Manage users and/or create a new user at the account level
- Analytics Hub that provides review of service by location, OEM, and more
- ParkView Hub including installation wizard and visibility to monitor devices

CHOOSE YOUR LANGUAGE

When accessing Central Park, set your browser to your preferred language by following the steps below:

Microsoft Edge

- A menu will appear asking you to confirm that you want to translate the page .
- In the Translate to dropdown, choose the language you want the page translated into .
- To translate the page, click Translate .
- [Learn more](#)

Google Chrome

- On the right of the address bar, select Translate .
- You can right-click anywhere on the page and select Translate to [Language] .
- Select your preferred language .
- [Learn more](#)

Watch an overview video on the [Central Park Customer Portal](#).

Choosing and Registering Your Administrative Contact

Choosing your Admin Contact is the first step to connecting to Central Park. It is crucial we have the name and contact information for your Portal Admin Contact ahead of time including company name, administrator name, title, email and phone number. Once you have provided this information, we will connect you to the portal so you can get acquainted with the many features and capabilities the portal provides.

If you have not registered a Portal Admin Contact, please click here to begin the [registration process](#). Please contact your Park Place Account Manager with any questions or issues regarding the registration process.

Create User x

Details

User Information

User Id	Email address *
<input type="text" value="User ID"/>	<input type="text" value="Email address"/>
First Name *	Last Name *
<input type="text" value="First name"/>	<input type="text" value="Last name"/>
Phone	
<input type="text" value="Phone"/>	
Address	
<input type="text" value="Address"/>	
Unit, Suite, Bldg	
<input type="text" value="Unit, Suite, Bldg"/>	

Save

Access / Views	Customer Users	Customer Administrators
View Contract/Contract Asset Information	X	X
View Ticket Information	X	X
View Account Information	X	X
Access to the Update Contract Form		X
Access to the Request Equipment Add Form		X
Access to the Update Asset Form	X	X
Access to the Drop Asset Form		X
Access to the Account Update Form		X
Access to the Submit New Ticket Form	X	X
Access to Manage Users		X

Registering for the Central Park Customer Portal

To begin the registration process for the Central Park Customer Portal, please follow the steps below .

STEP 1

Click here to [request access](#), using Google Chrome as your browser .

STEP 2

Complete the form provided . *Note: You will need either your Account or Contract Number—having both is preferred.*

Complete Registration

First Name <small>This field is required.</small>	Last Name <small>This field is required.</small>
Phone	
Password	Confirm Password <small>Character 0 of 512</small>
Full Address <small>Character 0 of 64</small>	
Unit, Suite, Bldg (Optional)	
Recovery Question Select ▼	
Recovery Answer	
Terms of Service and Privacy Policy, with hyperlinks to each of the documents included in the consent form.	
<input type="checkbox"/> By checking this box, you are accepting the terms to continue	
<input type="checkbox"/> I'm not a robot	 <small>reCAPTCHA Privacy - Terms</small>
<input type="submit" value="Submit"/>	

[Login](#) | [Request Access](#) | [Forgot Password](#)

STEP 3

You will receive a link via email that will allow you to complete the registration process . *Note: In the case of any validation issues, you will be contacted by a member of the Customer Portal Support Team. Please allow 1–2 business days for a response.*

- Email subject line: Complete Your Account Registration
- Email sender: noreplycustomerportal@parkplacetechnologies.com
- Note: If you do not receive an email within 30 minutes, it is most likely blocked or has been filtered to your spam folder . Please make sure to whitelist this email for future requests .

Complete Your Account Registration ▶ Inbox x

noreplycustomerportal@parkplacetechnologies.com

Thu, Jun 24, 2:45 PM

to me ▾



Please click on the attached link to complete your registration:

<https://centralpark.parkplacetechnologies.com/access/complete-registration?token=c0328d5c-8330-4283-add0-5775137034be-671390831>

Please note that this link is only valid for 72 hours.

Park Place Technologies Copyright © 2018

USA: 800-343-4654 | Canada: 855-638-0618 | International: +44 0 8082 346735

STEP 4

Complete and submit the form .

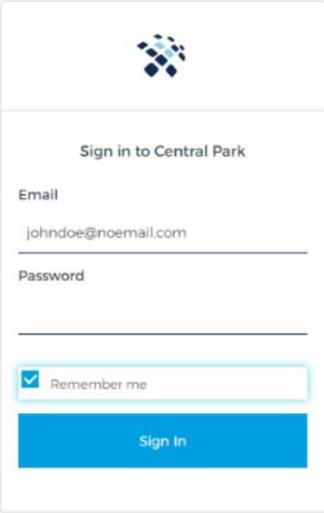
Note: The registration link is valid for 72 hours. If your token has expired, please reach out to your Admin Contact or Account Manager for a new link.

STEP 5

You will receive a confirmation and a prompt to log into Central Park.

Logging On

To log on to the Central Park Customer Portal, following the below steps:



The screenshot shows a login form for Central Park. At the top is the Central Park logo. Below it is the text "Sign in to Central Park". There are two input fields: "Email" with the placeholder "john.doe@noemail.com" and "Password". Below the password field is a "Remember me" checkbox which is checked. At the bottom of the form is a blue "Sign In" button. Below the form are two links: "Request Access" and "Forgot Password".

TO LOG ON:

1. Go to centralpark.parkplacetechnologies.com
2. Enter your login credentials
3. Sign in

Need access? Reach out to your account manager to be registered as a user.

- Visit centralpark.parkplacetechnologies.com
- Enter your login credentials
- Sign in

Need access to the Portal? Reach out to your Park Place Account Manager to be registered as a user.

SUBMITTING A TICKET

Differences between Software, Managed Services, and Hardware Tickets

Hardware:

Please submit a Hardware ticket when you require break-fix support and/or replacement parts for a hardware asset under contract for maintenance with Park Place . For example, when you have maintenance issues or equipment failures, you can either request:



On-Site Support

Full service, whereby a field engineer will arrive at your site to perform the fix or replacement



Parts Only Support

Whereby the required part is shipped to your site and you will complete the replacement yourself

Software Technical Support:

Please submit a Software Technical Support ticket when you require technical support or advisory guidance for software incidents and requests . You can submit an Incident ticket for incidents and errors on operating systems, hypervisors, and applications or submit a Request for assistance with configuration and performance across your environments .

Managed Services:

Please submit a Managed Services ticket when you require infrastructure support for your managed servers, storage, network, hyperconverged infrastructures, and/or monitoring services. You can either submit an Incident ticket for incidents on managed systems (such as problems with network configurations), or submit a Request for administrative or scheduling changes (including adds, moves, and changes to your monitored assets, or changes to patch or maintenance window schedules).

Submitting a Ticket

Park Place provides our customers with two (2) options for submitting a ticket when a service incident occurs.



Option #1: Central Park Customer Portal (primary method)

- Log onto Park Place Technologies customer portal, Central Park, to open a ticket, view covered assets, see contracts and more .



Option #2: Phone Call (secondary method)

When submitting a ticket via phone, you can use the toll-free number for your country. Below, you'll find numbers for our largest markets, along with a link to toll-free numbers for other countries.

- United States customers: 1-800-343-4654
- United Kingdom customers: 800-069-8131
- Canadian customers: 888-688-8895
- Singapore customers: 800-101-3819
- Uruguay customers: 413-598-3941

Click here for a complete listing of country-specific [contact numbers](#) on our website .

Note: Toll-free numbers work only within their specific, designated country. Please try the toll-free number for the country you are in, not the country where the issue is . If you are calling from abroad or through an international gateway, the toll-free number may not connect . If that occurs, you may also use our direct number: +1 508-449-4996 (not toll free)

Not in one of these countries? Reach us by calling +1 508-449-4996 (not toll free)

To prepare for submitting a ticket, please have the following information readily available:

- Serial number(s)
- Equipment site address information
- Company name
- Contact name, phone number and email address
- Part number of faulty part, if known at the time of ticket creation
- Model or detailed description of equipment
- Brief description of problem type or any errors being displayed (if applicable)
- An understanding of how this incident is impacting you, your business or your customers

The Park Place Customer Support Analyst will enter all of the above information you provide and issue you an incident number . Be sure to record your incident number to utilize when updates are needed .

Note: If you have a SEV1 issue or incident that requires immediate attention, please contact Park Place via phone using the country-specific contact number for the most expedient service.

Note: If you are submitting a ticket for battery replacement, please be advised that additional time may be required due to ground shipping requirements. The lead time for batteries can vary depending on site location, and Park Place representatives will offer timely updates throughout the process.

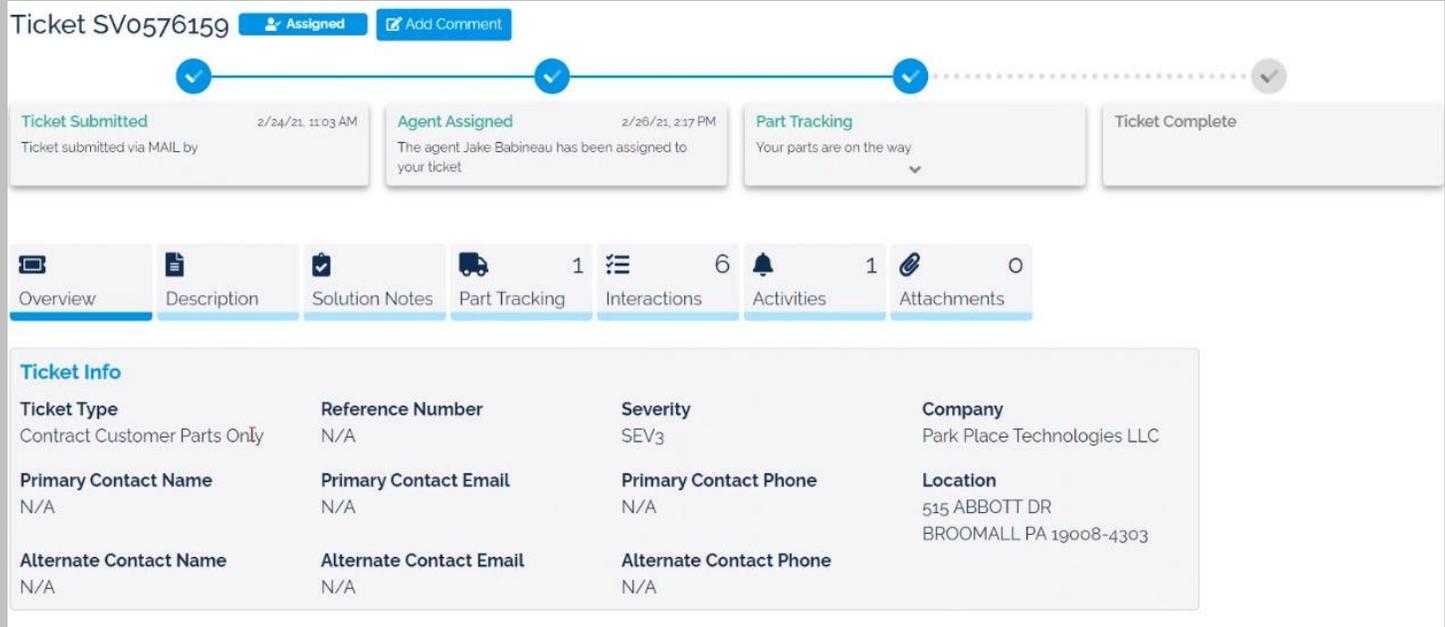
Note: If you have a SEV1 issue or incident that requires immediate attention, please contact Park Place via phone using the country-specific contact number for the most expedient service.

Live Chat

- Enables easy escalation to a Park Place Support Team member
- Enhanced chatbot feature provides answers to frequently asked questions
- 24/7 availability no matter your location

PPT Tracker

The PPT Tracker will provide you with a status update in real-time, following the major milestones of the ticket lifecycle from ticket creation, ticket assignment, Field Engineer onsite service, parts tracking and finally when the issue is resolved. The PPT Tracker will show different milestones depending on the request type being an Onsite or Parts Only service request .



Ticket SV0576159 Assigned Add Comment

Ticket Submitted 2/24/21, 11:03 AM
Ticket submitted via MAIL by

Agent Assigned 2/26/21, 2:17 PM
The agent Jake Babineau has been assigned to your ticket

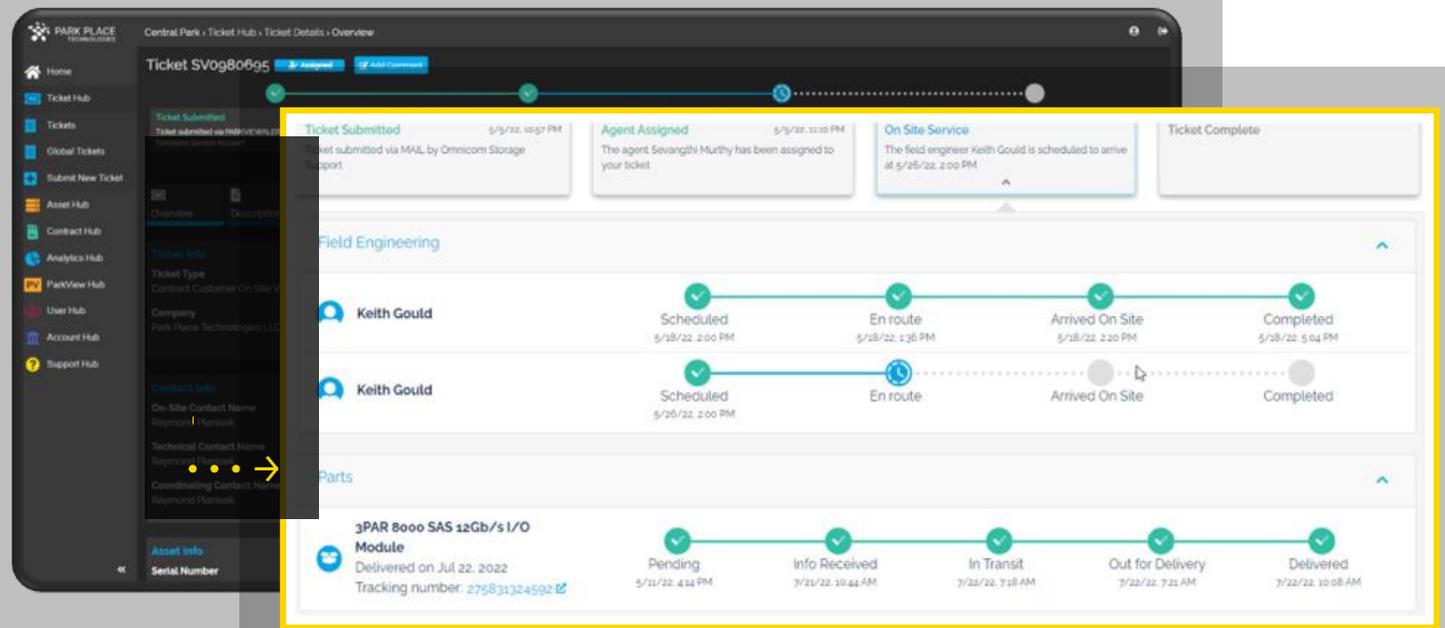
Part Tracking
Your parts are on the way

Ticket Complete

Overview Description Solution Notes Part Tracking 1 Interactions 6 Activities 1 Attachments

Ticket Info

Ticket Type Contract Customer Parts Only	Reference Number N/A	Severity SEV3	Company Park Place Technologies LLC
Primary Contact Name N/A	Primary Contact Email N/A	Primary Contact Phone N/A	Location 515 ABBOTT DR BROOMALL PA 19008-4303
Alternate Contact Name N/A	Alternate Contact Email N/A	Alternate Contact Phone N/A	



Ticket SV0980695 Assigned Add Comment

Ticket Submitted 5/15/22, 10:57 PM
Ticket submitted via MAIL by Omnicom Storage Support

Agent Assigned 5/15/22, 11:10 PM
The agent Sevangthi Murthy has been assigned to your ticket.

On Site Service 5/18/22, 2:00 PM
The field engineer Keith Gould is scheduled to arrive at 5/18/22, 2:00 PM

Ticket Complete 5/18/22, 5:04 PM

Field Engineering

Keith Gould
Scheduled 5/18/22, 2:00 PM
En route 5/18/22, 1:38 PM
Arrived On Site 5/18/22, 2:20 PM
Completed 5/18/22, 5:04 PM

Keith Gould
Scheduled 5/18/22, 2:00 PM
En route
Arrived On Site
Completed

Parts

3PAR 8000 SAS 12Gb/s I/O Module
Delivered on Jul 22, 2022
Tracking number: 275831324592

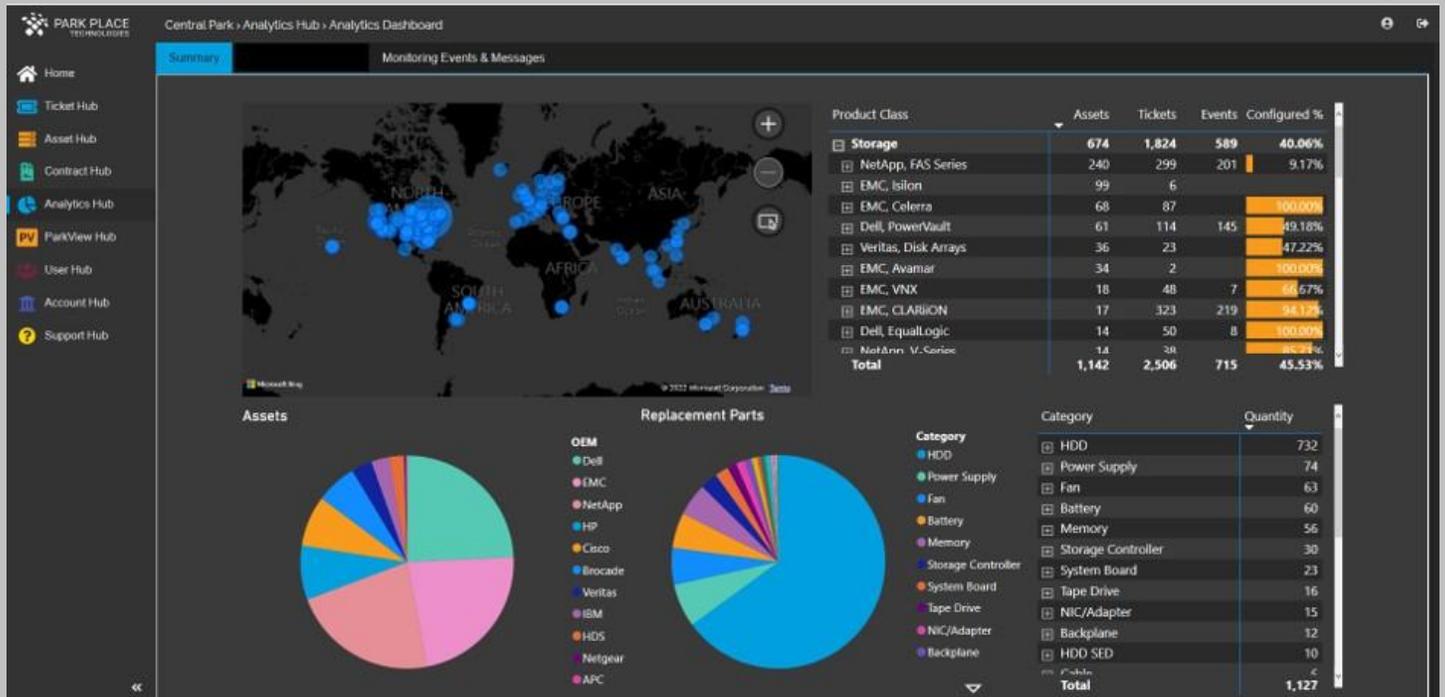
Pending 5/11/22, 4:14 PM
Info Received 7/21/22, 10:44 AM
In Transit 7/22/22, 7:18 AM
Out for Delivery 7/22/22, 7:21 AM
Delivered 7/22/22, 10:08 AM

Analytics Hub

In the analytics hub, you can view parts analytics on all assets currently active on your account. Datapoints include:

- Ticket count
- Parts usage by OEM
- Producttype

Utilize the map functionality to drill down by region or specific site



UNITED STATES | Escalation Processes & Contacts

REGION	STATE(S)	FIRST ESCALATION	SECOND ESCALATION	THIRD ESCALATION
CENTRAL	Arkansas Kansas Missouri	Russ Blair Primary: +1 602-245-7446 rblair@parkplacetech.com	Dave Diehn Primary: +1 620-215-3425 ddiehn@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
DALLAS	Texas - Dallas	Randy Ray Primary: +1 817-929-4307 rray@parkplacetech.com	John Kolkmeier Primary: +1 832-428-4182 jkkolkmeier@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
GREAT LAKES	Illinois Wisconsin	Kelly Stafford Primary: +1 508-449-4949 Secondary: +1 920-217-9000 kstafford@parkplacetech.com	Dave Diehn Primary: +1 620-215-3425 ddiehn@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
MID-AMERICA	Colorado Iowa Minnesota Nebraska North Dakota South Dakota	Brent Morgan Primary: +1 224-532-0045 bmorgan@parkplacetech.com	Dave Diehn Primary: +1 620-215-3425 ddiehn@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
MID-ATLANTIC	Maryland Virginia Washington DC West Virginia	Jack Judy Primary: +1 508-970-8793 Secondary: +1 573-434-2308 jjudy@parkplacetech.com	Bejoy Mathew Primary: +1 508-970-8752 Secondary: +1 704-957-2682 bmathew@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
NORTHEAST	Connecticut Maine Massachusetts New Hampshire Rhode Island Vermont New York—Upstate	Andrew Berezowski Primary: +1 508-970-8784 Secondary: +1 845-741-3068 aberezowski@parkplacetech.com	Bejoy Mathew Primary: +1 508-970-8752 Secondary: +1 704-957-2682 bmathew@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
NORTHWEST	Idaho Montana Utah Washington Wyoming	Ruth Valero Primary: +1 800-838-3518 x5805131 Secondary: +1 661-388-3280 rvalero@parkplacetech.com	Cody Alldredge Primary: +1 508-970-8750 Secondary: +1 763-370-9953 calldredge@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
NY METRO/NNJ	New Jersey—North New York—Metro	Ray Miura Primary: +1 646-530-1633 rmiura@parkplacetech.com	Bejoy Mathew Primary: +1 508-970-8752 Secondary: +1 704-957-2682 bmathew@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
OHIO VALLEY	Indiana Kentucky Michigan Ohio	Brent Hudson Primary: +1 248-704-0007 bhudson@parkplacetech.com	Dave Diehn Primary: +1 620-215-3425 ddiehn@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
PA/DE	Delaware New Jersey—South Pennsylvania	Chuck Collier Primary: +1 301-651-3793 ccollier@parkplacetech.com	Bejoy Mathew Primary: +1 508-970-8752 Secondary: +1 704-957-2682 bmathew@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
PACIFIC CENTRAL	Nevada Northern California Oregon	Dave Rickon Primary: +1 530-919-0415 drickon@parkplacetech.com	Cody Alldredge Primary: +1 508-970-8750 Secondary: +1 763-370-9953 calldredge@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com

UNITED STATES | Escalation Processes & Contacts

REGION	STATE(S)	FIRST ESCALATION	SECOND ESCALATION	THIRD ESCALATION
PACIFIC SOUTH	Alaska Arizona Hawaii Southern California	Erik Starr Primary: +1 800-838-3518 x5805201 Secondary: +1 714-319-2998 estarr@parkplacetech.com	Cody Alldredge Primary: +1 508-970-8750 Secondary: +1 763-370-9953 calldredge@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
SOUTH	Alabama Georgia Mississippi Tennessee	Mandrell Gwyn Primary: +1 800-838-3518 x5805085 Secondary: +1 619-971-0825 mgwyn@parkplacetech.com	John Kolkmeier Primary: +1 832-428-4182 jkolkmeier@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
SOUTHEAST	Florida North Carolina South Carolina	Shon Akins Primary: +1 800-838-3518 x5805128 Secondary: +1 404-387-6361 sakins@parkplacetech.com	John Kolkmeier Primary: +1 832-428-4182 jkolkmeier@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
SOUTHWEST	Louisiana Oklahoma New Mexico Texas (outside Dallas)	Robert L. Scott Primary: +1 508-970-8718 Secondary: +1 512-992-8666 rlscott@parkplacetech.com	John Kolkmeier Primary: +1 832-428-4182 jkolkmeier@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com

FOURTH ESCALATION CONTACTS

Craig Metcalfe - SVP, Field Service & Supply Chain.
Primary: 905-370-6115
Secondary: 905-466-7179
cmetcalfe@parkplacetech.com

Nicola Buckley - EVP, Remote Engineering & Support
Primary: 508-970-8733
Secondary: 617-412-0479
nbuckley@parkplacetech.com

LATAM | Escalation Processes & Contacts

GLOBAL REGION	LOCAL REGION/COUNTRY	FIRST ESCALATION	SECOND ESCALATION	THIRD ESCALATION
LATAM	Central America Mexico	Denis Vilchez Primary: +52 56 3135 3298 dvilchez@parkplacetech.com	Diego Mendes Primary: +54 9 11 3068 0547 dmendes@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
LATAM	Brazil	Rafael Bessa Primary: 55 (21) 995571809 rbessa@parkplacetech.com	Diego Mendes Primary: +54 9 11 3068 0547 dmendes@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
LATAM	South Cone	Juan Pablo Mendes Primary: +54 9 11 5722 3459 jmendes@parkplacetech.com	Diego Mendes Primary: +54 9 11 3068 0547 dmendes@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
LATAM	Caribbean Islands Colombia Ecuador Venezuela	Sandra Garavito Primary: +57 301 5026520 sandra.garavito@parkplacetech.com	Diego Mendes Primary: +54 9 11 3068 0547 dmendes@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com

FOURTH ESCALATION CONTACTS

Craig Metcalfe - SVP, Field Service & Supply Chain.
Primary: 905-370-6115
Secondary: 905-466-7179
cmetcalfe@parkplacetech.com

Nicola Buckley - EVP, Remote Engineering & Support
Primary: 508-970-8733
Secondary: 617-412-0479
nbuckley@parkplacetech.com

CANADA | Escalation Processes & Contacts

GLOBAL REGION	LOCAL REGION/ COUNTRY	FIRST ESCALATION	SECOND ESCALATION	THIRD ESCALATION
CANADA - ONTARIO	Ontario	Derek Findlay Primary: +1 905-464-4171 Secondary: +1 855-638-0618 dfindlay@parkplacetech.com	Terri Moreau Primary: +1 905-370-6119 Secondary: +1 905-975-0610 tmoreau@parkplacetech.ca	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com
CANADA	Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Northwest Territories, Nova Scotia, Quebec, Saskatchewan	Terri Moreau Primary: +1 905-370-6119 Secondary: +1 905-975-0610 tmoreau@parkplacetech.ca	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com	Dennis Viducic Primary: +1 508-449-4953 Secondary: +1 732-232-1740 dviducic@parkplacetech.com

FOURTH ESCALATION CONTACTS

Craig Metcalfe – SVP, Field Service & Supply Chain.
Primary: 905-370-6115
Secondary: 905-466-7179
cmetcalfe@parkplacetech.com

Nicola Buckley – EVP, Remote Engineering & Support
Primary: 508-970-8733
Secondary: 617-412-0479
nbuckley@parkplacetech.com

EMEA | Escalation Processes & Contacts

LOCAL REGION/ COUNTRY	STATE/ LOCAL AREA	FIRST ESCALATION	SECOND ESCALATION	THIRD ESCALATION
AFRICA	NA	Ciara Sexton Primary: +353860733317 csexton@parkplacetech.com	Lydia Santiago Primary: +1-516-615-9972 lsantiago@parkplacetech.com	Darren Booth Primary: +44 (0)7919 360 883 dbooth@parkplacetech.com
BENELUX	NA	Vlatko Stojanoski Primary: +31 (0)657574821 vstoyanski@parkplacetech.com	Nikola Budimir Primary: +49 151 14533718 nbudimir@parkplacetech.com	Boris Mandic Primary: +31 6220 14222 bmandic@parkplacetech.com
DENMARK, SWITZERLAND, ICELAND	NA	Ilari Pietikainen Primary: +358 400 448185 pietikainen@parkplacetech.com	Vlatko Stojanoski Primary: +31 (0)657574821 vlatko.stojanoski@parkplacetech.com	Boris Mandic Primary: +31 6220 14222 bmandic@parkplacetech.com
ENGLAND MIDLANDS, SOUTHWEST, WALES	NA	Sean Carl Primary: +44 (0)7919173428 scarl@parkplacetech.com	Kayne Seal Primary: +44 (0)7496 666459 kseale@parkplacetech.com	David Leith Primary: +44 (0)7900 927241 dleith@parkplacetech.com
ENGLAND NORTH & SCOTLAND	NA	John Adams Primary: +44 (0)7976 157316 adams@parkplacetech.com	Sean Carl Primary: +44 (0)7919173428 scarl@parkplacetech.com	David Leith Primary: +44 (0)7900 927241 dleith@parkplacetech.com
ENGLAND SOUTHEAST & LONDON	London	Kayne Seal Primary: +44 (0)7496 666459 kseale@parkplacetech.com	Sean Carl Primary: +44 (0)7919173428 scarl@parkplacetech.com	David Leith Primary: +44 (0)7900 927241 dleith@parkplacetech.com
EUROPE (EXCEPT BENELUX, GERMANY, AUSTRIA, DENMARK, SWITZERLAND, ICELAND)	NA	Ciara Sexton Primary: +353860733317 csexton@parkplacetech.com	Lydia Santiago Primary: +1-516-615-9972 lsantiago@parkplacetech.com	Darren Booth Primary: +44 (0)7919 360 883 dbooth@parkplacetech.com
GERMANY & AUSTRIA	NA	Nikola Budimir Primary: +49 151 14533718 nbudimir@parkplacetech.com	Vlatko Stojanoski Primary: +31 (0)657574821 vlatko.stojanoski@parkplacetech.com	Boris Mandic Primary: +31 6220 14222 bmandic@parkplacetech.com
MIDDLE EAST	NA	Christopher McConnell Primary: +44 07960 788489 cmccConnell@parkplacetech.com	Lydia Santiago Primary: +1-516-615-9972 lsantiago@parkplacetech.com	Darren Booth Primary: +44 (0)7919 360 883 dbooth@parkplacetech.com
NORTHERN IRELAND & REPUBLIC OF IRELAND	NA	Sean Carl Primary: +44 (0)7919173428 scarl@parkplacetech.com	John Adams Primary: +44 (0)7976 157316 adams@parkplacetech.com	David Leith Primary: +44 (0)7900 927241 dleith@parkplacetech.com

FOURTH ESCALATION CONTACTS

Craig Metcalfe – SVP, Field Service & Supply Chain.
Primary: 905-370-6115
Secondary: 905-466-7179
cmetcalfe@parkplacetech.com

Nicola Buckley – EVP, Remote Engineering & Support
Primary: 508-970-8733
Secondary: 617-412-0479
nbuckley@parkplacetech.com

APAC | Escalation Processes & Contacts

LOCAL REGION/ COUNTRY	STATE/ LOCAL AREA	FIRST ESCALATION	SECOND ESCALATION	THIRD ESCALATION
AUSTRALIA	NA	Mahendaraj Eliyathamby Primary: +6012 540 3413 emahen@parkplacetech.com	Jason Tan Primary: +6016 484 8489 tchusoon@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
BANGLADESH	NA	Ciara Sexton Primary: +35 38607 33317 csexton@parkplacetech.com	Lydia Santiago Primary: +1 516 615 9972 lsantiago@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
CAMBODIA	NA	Ciara Sexton Primary: +35 38607 33317 csexton@parkplacetech.com	Lydia Santiago Primary: +1 516 615 9972 lsantiago@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
CHINA	NA	Billy Lo Primary: +852 9106 9329 blo@parkplacetech.com	Jason Tan Primary: +6016 484 8489 tchusoon@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
HONG KONG	Hong Kong	Billy Lo Primary: +852 9106 9329 blo@parkplacetech.com	Jason Tan Primary: +6016 484 8489 tchusoon@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
INDIA	NA	Sanjay Janakiram Primary: +91 9980 339192 sjanakiram@parkplacetech.com	Mahendaraj Eliyathamby Primary: +6012 540 3413 emahen@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
INDONESIA	NA	Ciara Sexton Primary: +35 38607 33317 csexton@parkplacetech.com	Lydia Santiago Primary: +1 516 615 9972 lsantiago@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
JAPAN	NA	Hiroshi Ohara Primary: +81 90 4910 8583 hohara@parkplacetech.com	Yoshikazu Nakao Primary: +81 90 1201 3123 ynakao@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
MACAU	NA	Billy Lo Primary: +852 9106 9329 blo@parkplacetech.com	Jason Tan Primary: +6016 484 8489 tchusoon@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
MALAYSIA	NA	Jason Tan Primary: +6016 484 8489 tchusoon@parkplacetech.com	Mahendaraj Eliyathamby Primary: +6012 540 3413 emahen@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
NEPAL	NA	Ciara Sexton Primary: +35 38607 33317 csexton@parkplacetech.com	Lydia Santiago Primary: +1 516 615 9972 lsantiago@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
NEW ZEALAND	NA	Ciara Sexton Primary: +35 38607 33317 csexton@parkplacetech.com	Lydia Santiago Primary: +1 516 615 9972 lsantiago@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
OCEANA COUNTRIES	NA	Ciara Sexton Primary: +35 38607 33317 csexton@parkplacetech.com	Lydia Santiago Primary: +1 516 615 9972 lsantiago@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
OTHER SOUTHEAST ASIA COUNTRIES	NA	Ciara Sexton Primary: +35 38607 33317 csexton@parkplacetech.com	Lydia Santiago Primary: +1 516 615 9972 lsantiago@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
PAKISTAN	NA	Ciara Sexton Primary: +35 38607 33317 csexton@parkplacetech.com	Lydia Santiago Primary: +1 516 615 9972 lsantiago@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
PHILIPPINES	NA	Jason Tan Primary: +6016 484 8489 tchusoon@parkplacetech.com	Mahendaraj Eliyathamby Primary: +6012 540 3413 emahen@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
SINGAPORE	NA	Mahendaraj Eliyathamby Primary: +6012 540 3413 emahen@parkplacetech.com	Jason Tan Primary: +6016 484 8489 tchusoon@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com

APAC | Escalation Processes & Contacts

LOCAL REGION/ COUNTRY	STATE/ LOCAL AREA	FIRST ESCALATION	SECOND ESCALATION	THIRD ESCALATION
SOUTH KOREA	NA	Ciara Sexton Primary: +35 38607 33317 csexton@parkplacetech.com	Lydia Santiago Primary: +1 516 615 9972 lsantiago@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
TAIWAN	NA	Ciara Sexton Primary: +35 38607 33317 csexton@parkplacetech.com	Lydia Santiago Primary: +1 516 615 9972 lsantiago@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
THAILAND	NA	Jason Tan Primary: +6016 484 8489 tchusoon@parkplacetech.com	Mahendaraj Eliyathamby Primary: +6012 540 3413 emahen@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com
VIETNAM	NA	Ciara Sexton Primary: +35 38607 33317 csexton@parkplacetech.com	Lydia Santiago Primary: +1 516 615 9972 lsantiago@parkplacetech.com	Dave Bernardo Primary: +63 917 834 4073 dbernardo@parkplacetech.com

FOURTH ESCALATION CONTACTS

Craig Metcalfe - SVP, Field Service & Supply Chain.
Primary: 905-370-6115
Secondary: 905-466-7179
cmetcalfe@parkplacetech.com

Nicola Buckley - EVP, Remote Engineering & Support
Primary: 508-970-8733
Secondary: 617-412-0479
nbuckley@parkplacetech.com

PARK PLACE SERVICE AND PRODUCT DETAIL

Park Place Hardware Maintenance™

Since 1991, we've provided worldwide data center [hardware support and maintenance](#) solutions for storage, server, and networking hardware. We have been able to dramatically reduce support and maintenance costs by 30-40% for our clients/customers.

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.



PARK PLACE SOFTWARE TECHNICAL SUPPORT

Park Place Technologies is pleased to provide you with Software Technical Support. Our team of engineers is prepared to assist you with your software support inquiries.

To ensure that your technical requests are actioned on as quickly as possible, please review and become familiar with the instructions below. Following these instructions ensures that your technical support or advice tickets will be correctly routed to the support team.

Opening a Software Technical Support Ticket via Central Park

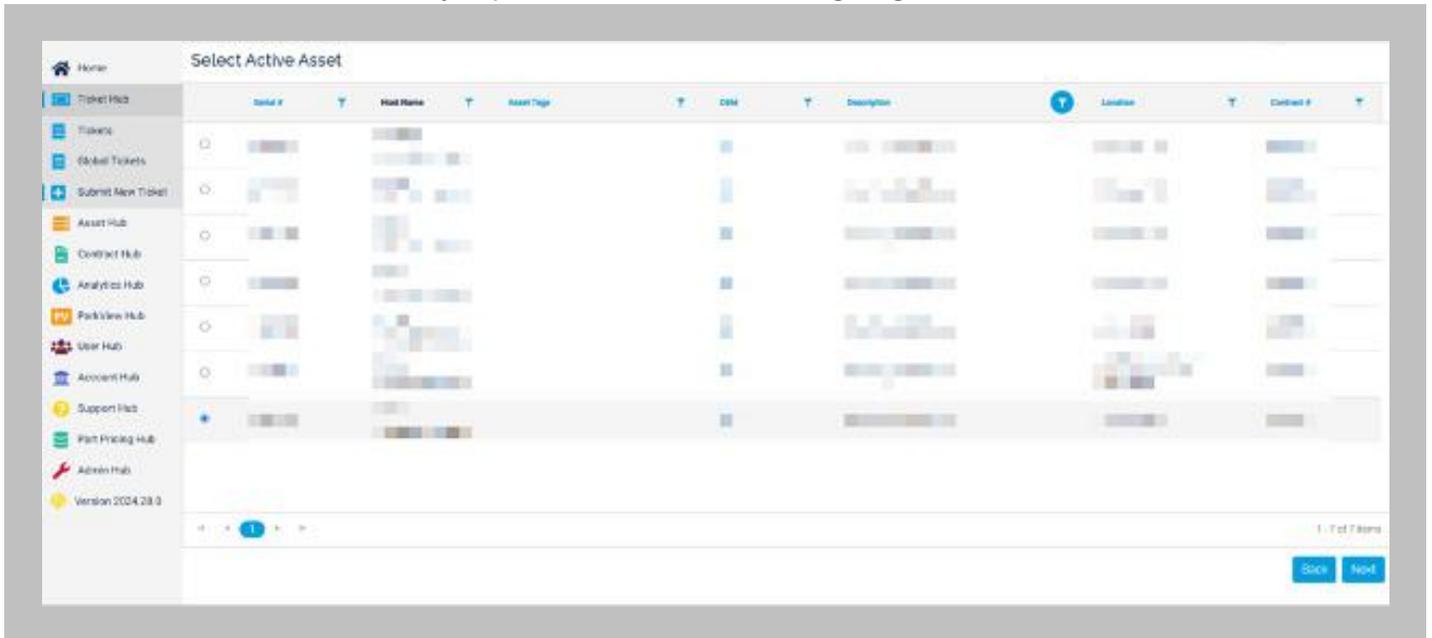
Tickets for Severity 1 issues should be created through a phone call.

1. Log into [Central Park](#)
2. Click on Submit New Ticket
3. Click on 'Software Technical Support'

Time to Complete:
5-10 Minutes

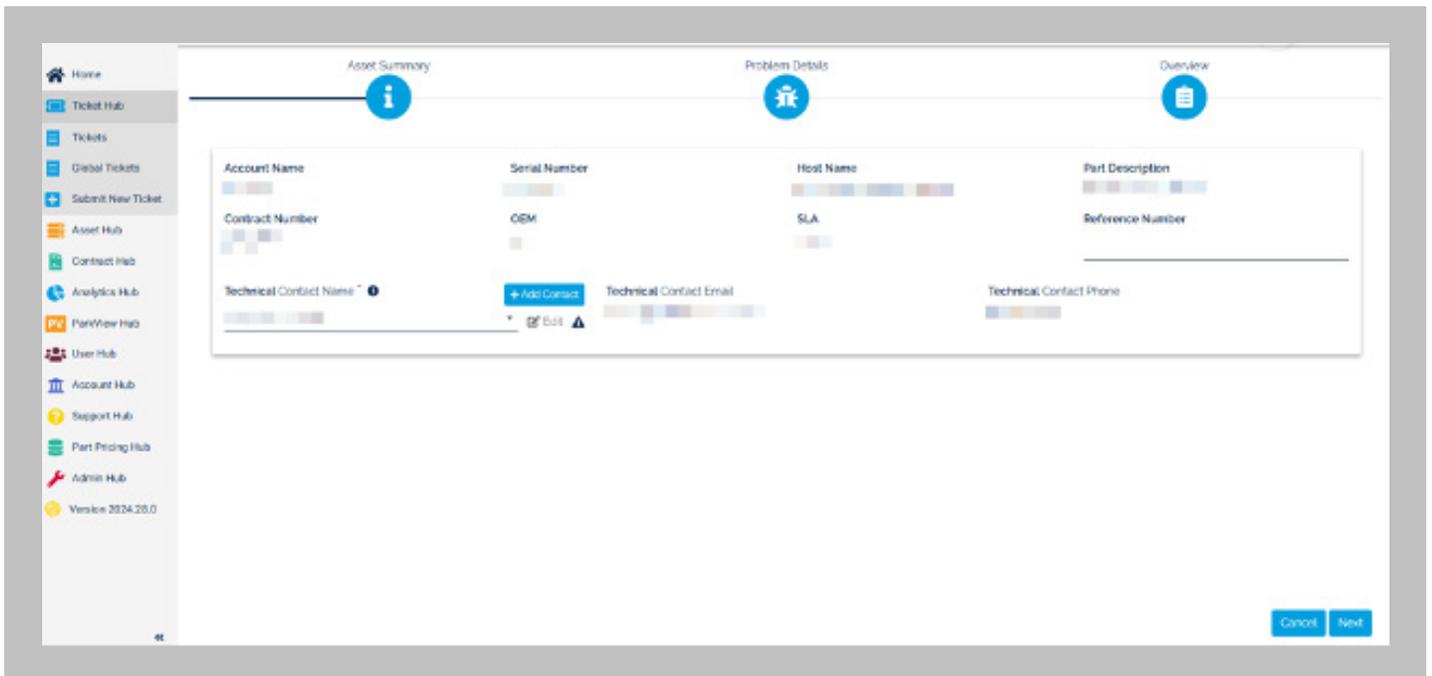


- Under Select Active Asset, identify your host name from the list. These would either be listed as a serial number or the host name that you provided to us at the booking stage.

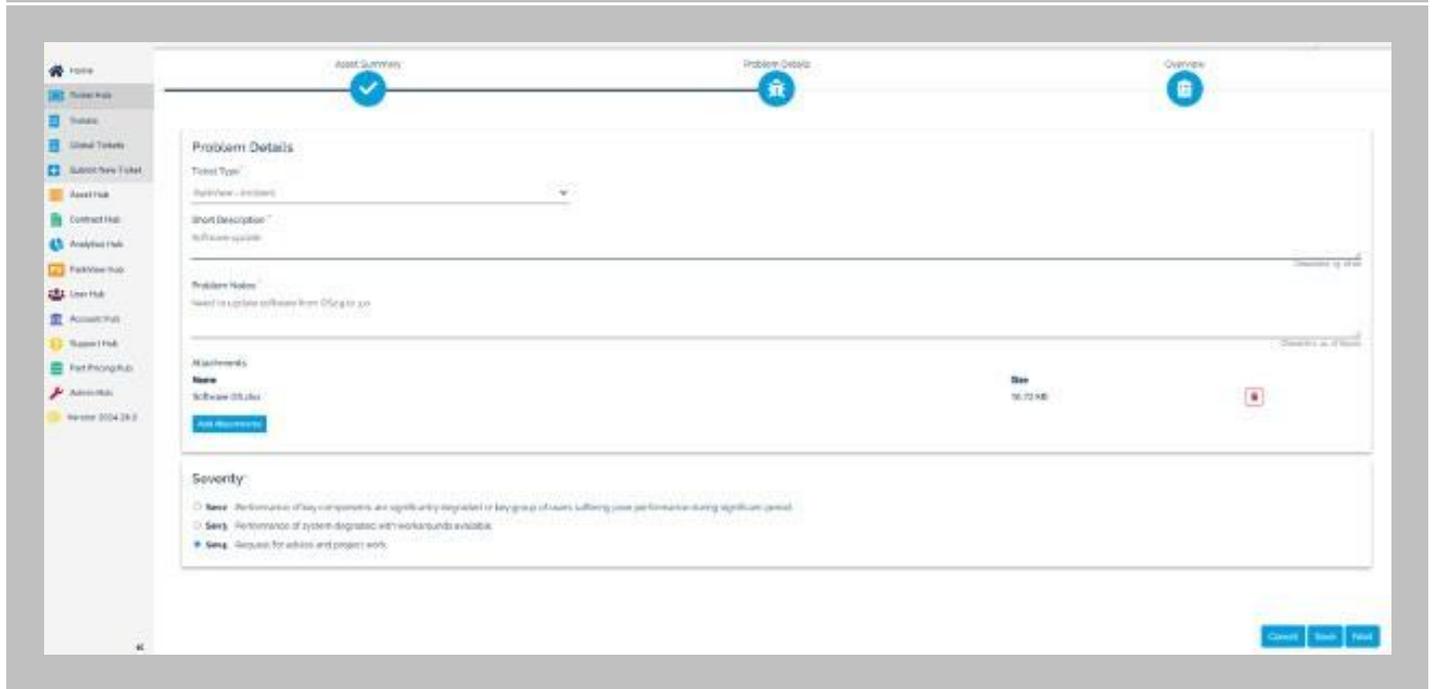
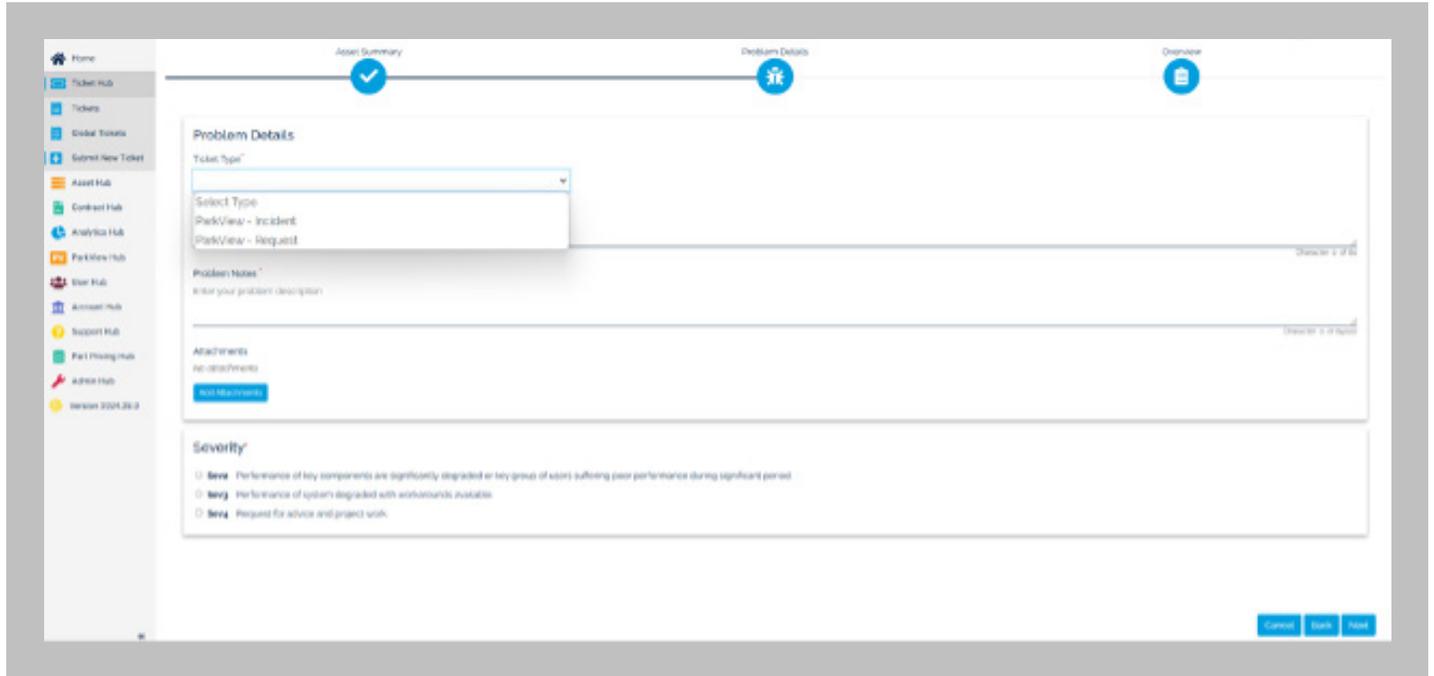


You may have other contracts with us. To make the hosts easy to find, click on the filter icon next to Description, change the filter condition to 'Is Equal to', and type in the required description.

Once you've selected the asset, click on Next . Under Asset Summary, review the Contact Information to ensure that everything is correct . If you need to put in new information, click on Add Contact .



5. Click Next.



6. Under Severity, choose severity, if applicable

Request Type: ParkView Incident or ParkView Request, if applicable

Short Description: Short title for your problem

Problem Notes: Be as detailed as possible in describing the issue that you'd like assistance with.

Add any attachments if required .

Click Next .

7. Review all the details before submission and hit the submit button if all the details are correct. You can always hit the back button to return and change any details.

Opening a Ticket via Phone

Tickets for Severity 1 issues should be created through a phone call.

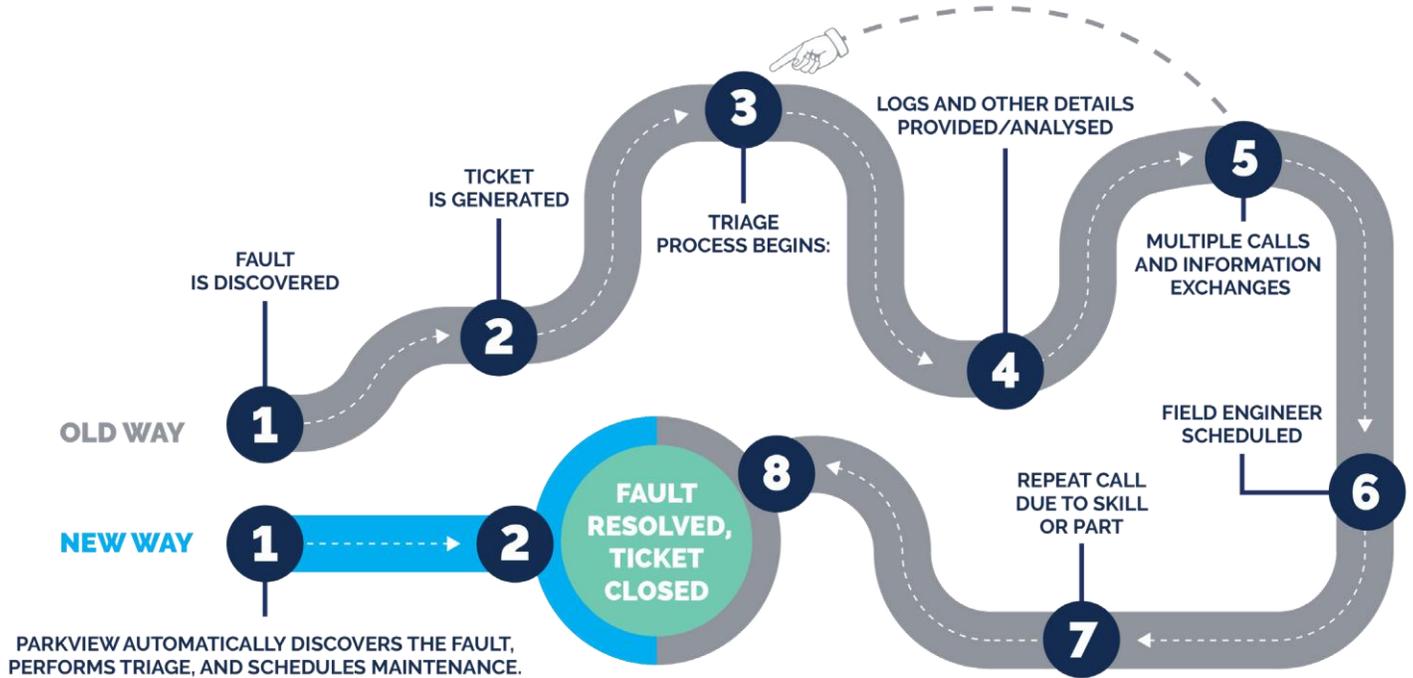
1. Contact the PPT Solutions Support Center using any of the below numbers . Other toll-free numbers are available [here](#).
 - **US Customers:** 800-343-4654
 - **Canadian Customers:** 855-638-0618
 - **International Customers:** +44 0 8082 346735
2. Provide the host serial number allocated to the contract. These may be specific host names, or may be the vCenter serial number or service tag with “-VM” appended .
3. Provide an overview of the incident and await your ticket reference from the PPT Solution Support team .
4. A member of the Technical Support team will reach out to you in accordance with your contractual SLA and severity level.

Time to Complete:
5 Minutes

ParkView Hardware Monitoring™

[ParkView Hardware Monitoring™](#) is a hosted service that boosts Uptime by proactively monitoring data center storage, server, and networking hardware 24/7. ParkView develops baselines—specific to your environment—that help filter out noise, resulting in alerts being sent only for actionable events.

ParkView can even predict some events before they occur. When remediation is needed, ParkView automatically opens incident tickets and triages the issue. Then, Park Place engineers are dispatched immediately to your data center, making the service experience as efficient as possible.



FIRST-TIME FIX™ GUARANTEE

All devices monitored by ParkView Hardware Monitoring™ qualify for our industry-exclusive [First-Time Fix™ Guarantee](#). 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.

Agent Overview

ParkView Hardware Monitoring™ uses a centralized agent to monitor devices. Please DO NOT install an agent on each endpoint .

To set up a ParkView Hardware Monitoring™ agent, please choose from the following options:

- Pre-Packaged VM Appliance for VMware
- Pre-Packaged VM Appliance for Hyper-V
- Centralized Windows Installer - Must be Server 2012 R2 or later
- Centralized Linux Installer

Please note that for most installations only ONE agent is required. Large installations with 100-plus devices or installations for devices across segmented networks may require additional agents.

Minimum Agent Requirements

- Pre-Packaged VM (VMware or Hyper-V): 2 CPU/4GB RAM/25GB HD
- Windows Installer: 2 CPU/4GB RAM/3GB HD
- Linux Installer: 2 CPU/4GB RAM/3GB HD

Firewall Exceptions

The agent requires an outbound only TCP connection on port 443 to the following destination:

- <https://eca.parkplacetechnologies.com>

Agent Download

Please refer to [{Next Generation ParkView Agent} Creating and Downloading an Agent](#) for help and information on downloading an Agent.

After creating an Agent, a Registration Token will be generated. You will be prompted to input this token during Agent installation. Please follow the relevant installer documentation for guidance on how to do this. You can retrieve the Registration Token from the Agent Manager Detail page at any time before Agent installation is complete.

Once the Agent is installed and configured, you can begin configuring assets for monitoring in Central Park: > **ParkView Hub > Asset Configurator**

Assistance

If you require any assistance with installing the Agent, or to get your PVHM service started with a specialist, please [schedule a call](#) with the ParkView Onboarding team or contact ParkViewOB@parkplacetech.com.

PARKVIEW HARDWARE MONITORING™ | Escalation Processes & Contacts

	FIRST ESCALATION	SECOND ESCALATION
GLOBAL REGION	Gareth Powis Primary: +44 7533 704093 gpowis@parkplacetech.com	Henry Gray Primary: +1 704-315-6459 hgray@parkplacetech.com

Park Place Professional Services™

Our dedicated team of highly trained field engineers, system engineers and project managers can help facilitate smooth IT infrastructure support operations from basic IT tasks like IMAC to data center migrations and more . See how our data center [professional services](#) can support your every need .

DATA CENTER RELOCATION

As your organization evolves, your IT infrastructure evolves with it . In instances where you need to relocate your data center assets, Park Place Technologies can aid in hardware relocations, whether it's moving several pieces of equipment, an entire data center, or consolidating multiple data centers . Our experienced migration Project Managers and field engineers work with you to map out a project plan while working within your timeframe and stakeholder constraints . From planning, site audits, de-racking, and packing, to transportation, re-racking, and verification, our services can encompass all or part of your [relocation](#) needs .

DEPLOYMENTS

Rolling out new hardware technology or refreshing/upgrading existing hardware? Almost every organization struggles with the physical [deployment](#) of technology assets . These problems get more complex when the deployments span national or global footprints . Let Park Place's experienced team of global technical resources become an extension of your team. Led by Project Managers from our Project Management Office (PMO), we partner with your IT team to develop a plan and deployment schedule to ensure hardware assets are installed and running to meet your cutover needs . Whether you need initial discovery, site audits, and planning, or just deployment support, leverage our experienced team to ensure your deployment is successful .

DISCOVERY

Acquisitions, technology refreshes, constant configuration changes, and other initiatives make having an up-to-date and accurate view of your IT infrastructure crucial. Park Place Technologies offers both manual and automated IT asset discovery solutions—each designed to provide the right level of detail about your IT environment to enable fact-based decision-making to drive IT strategy and transformation .

IMAC

Who has time for installs, moves, adds, and changes in data centers—remote sites or at the edge—given IT budgets and resource constraints? Using your server admins and DBAs is not the best alternative, and flying technicians to your remote sites is not cost-effective. Our global footprint of technicians and engineers makes us local to your locations, and we have multiple levels of skillsets to meet any [IMAC](#) request . We can support your IMAC requirements globally and ensure we have qualified resources prepared to perform the tasks you've requested at the time you need them . Learn more about IMAC .

IT ASSET DISPOSITION

Our comprehensive [ITAD](#) services support local and global disposition of your IT assets through our proven and secure process . Our services can include de-installation and transportation of your assets; hard drive erasure or destruction (whether you require it onsite or offsite, we comply with NIST 800-88); and E-waste recycling. We ensure full chain of custody to include certificates of destruction. For assets with residual value, we provide an option to reclaim the value through our hardware resale service. The required compliance to our R2, ISO 14001 and ISO 45001 Certifications demand that we adhere to the highest industry standards .

STAFF AUGMENTATION

Reduce the burden on your workforce and gain the flexibility to scale up or down based on budget swings or client needs with our [Staff Augmentation](#) services. We offer a full range of global IT staffing services for technical positions, from field engineers for data center infrastructure support to server/virtualization, network and storage engineers to DBAs . Park Place can provide onsite resources to support longer-term or short-term IT initiatives, or remote technical resources for part-time or full-time needs .

WIRELESS TRANSFORMATION

Our [Wireless Transformation](#) service leads organizations through wireless modernization by leveraging our three-phase Assessment & Design, Build & Ship and Deployment process—on a global scale—giving you a single-vendor resource . We provide a complete end-to-end solution, from onsite wireless survey (coverage heatmaps), and optimized designs, to new cabling and AP installation with validation surveys . Our platform-neutral approach means we aren't tied to a specific manufacturer solution; we are aligned to your goals and budget. And our approach is flexible, allowing you to leverage only the service components that you need, which helps to manage costs .

REMOTE HANDS

[Remote Hands](#) support is a service available to Park Place Technologies customers to assist with the operational support of your infrastructure assets. This dispatch-based service allows you to request field engineers when and where you need us to perform routine tasks such as rebooting hardware, installing new hardware, moving devices within the rack, adding components to existing assets, removing devices, and much more. This service is available globally and provides your organization with the flexibility to dispatch resources where staffing your company's own resources is not cost-effective or practical.

Submitting a Remote Hands Ticket

If you are a current Remote Hands customer, click here for [instructions](#) on opening a Remote Hands ticket in our Central Park Customer Portal .

You will need the following Information when submitting a Remote Hands ticket

- Customer name | Remote Hands contact number | Remote Hands Asset (site ID)
- Physical address where service is requested
- Location hours of operation
- Customer incident number
- Required service response (SLA: 4-hour, next business day (NBD), 2-business days)
- Resource skill level (junior/senior/expert)
- Client end user (name/phone/email)
- Site escort (name/phone/email)
- Client Level 2 Engineer (name/phone/email)
- Problem description
- Parts location/Parts ETA
- Requested date & time of service (date/time)

STORAGE & DATA MIGRATION

Park Place Technologies' expert-level storage migration services enable businesses to quickly capitalize on their new hardware investments . Our team of expert-level engineers apply a phased methodology to understand the requirements and goals for each [data migration](#) project. Each project is kicked off via a simple questionnaire and a detailed assessment of the storage environment to determine the project scope, cost, and best toolset to meet the businesses' requirements .

See how our data center professional services can support your every need .

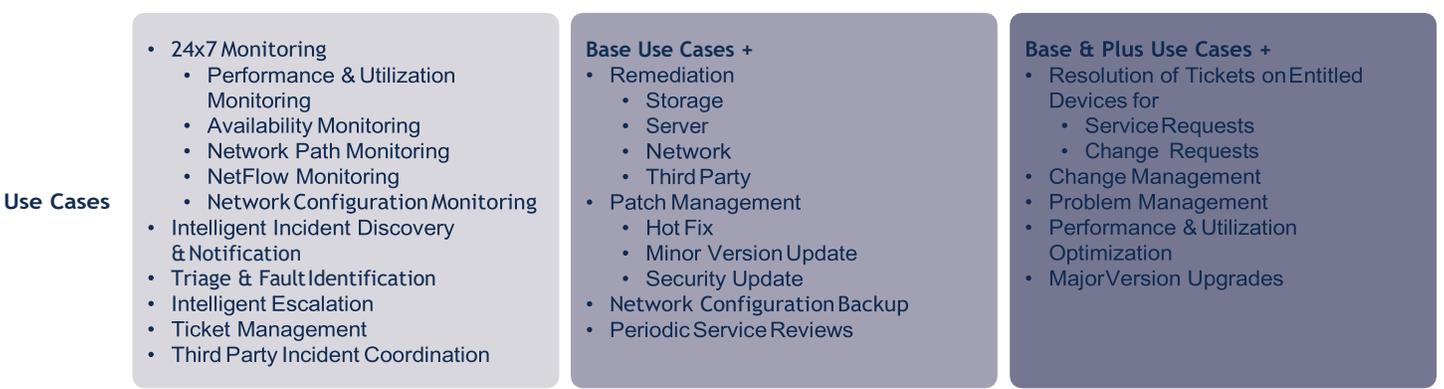
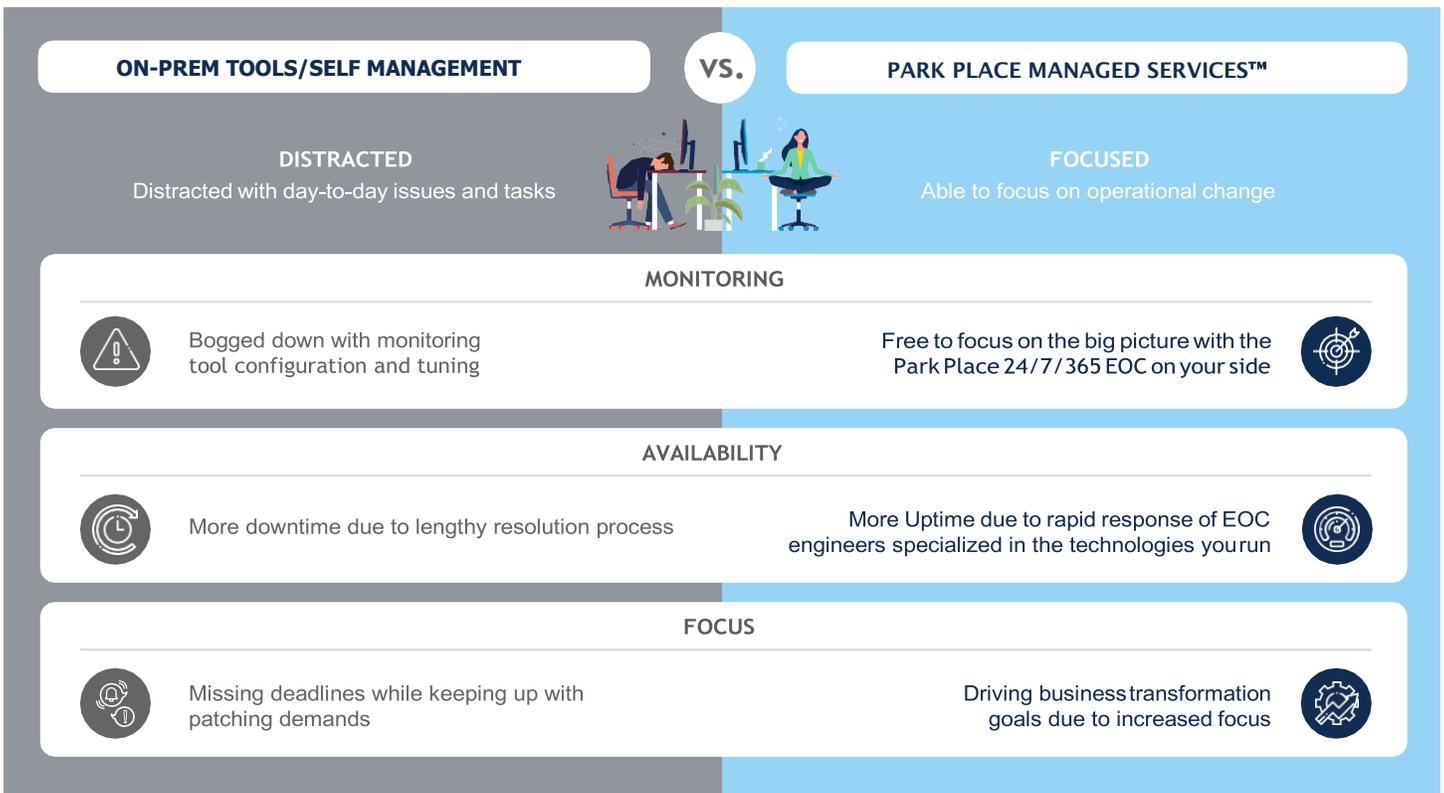
Contact your Park Place Account Manager if you have any questions or to discuss your IT infrastructure needs. You may also click here to [get started](#).

Park Place Managed Services™

Trusting a partner with the monitoring and management of your networking, server, and storage environments comes with many benefits. A partner can help your team stay focused on transformational change, keep you compliant, fill skills gaps, and much more .

That said, you need a service provider you can count on when needs arise . One large enough to have the capabilities, expertise, and tools to get the job done—but agile enough give your business the time and attention it deserves .

That's where [Park Place Managed Services™](#) comes in . We're backed by a follow-the-sun support team located in Enterprise Operations Centers (EOCs) across the globe and powered by our own monitoring tool, Entuity Software™ . A combination that enables us to tailor our services specifically to your environment—making your team as productive as possible .



LOCAL REGION/ COUNTRY	STATE/ LOCAL AREA	FIRST ESCALATION	SECOND ESCALATION
AMERICAS	NA	Matt Lehman Primary: +1 440-655-2551 mlehman@parkplacetech.com	Rob McCabe Primary: +1 508-970-8703 rmccabe@parkplacetech.com
EMEA AND ASIA PACIFIC	NA	Adam Barlow Primary: +44 (0)7975 999 468 abarlow@parkplacetech.com	Kieran Collins Primary: +353878544330 kcollins@parkplacetech.com

Entuity Software™

Entuity Software™ delivers an enterprise software solution for infrastructure monitoring that delivers a wide range of solutions from a single server inclusive of network discovery, topological mapping, monitoring and management, flow and network application path analysis.

Designed for today’s multi-vendor networks, Entuity Software™ enables ITOps teams to more efficiently and effectively monitor, visualize, and manage their networks.

MONITOR

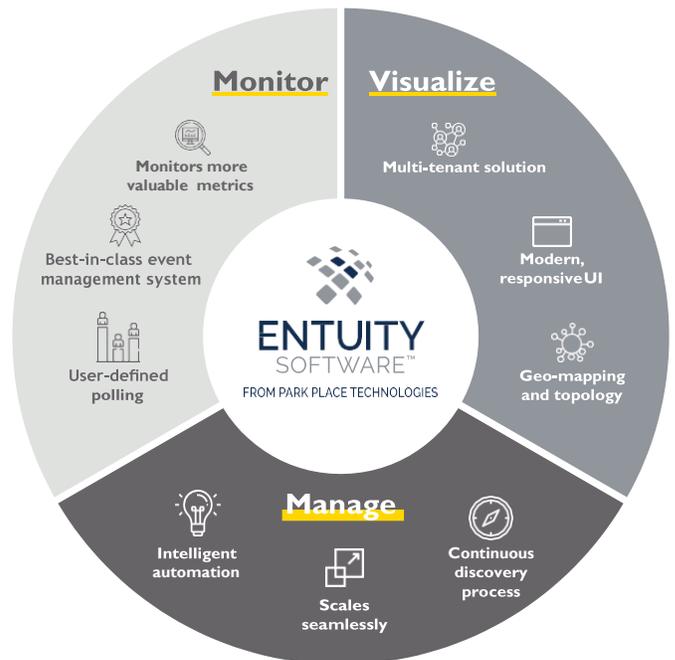
- Monitor more valuable metrics per device
- Supports thousands of devices, from hundreds of vendors out-of-the-box
- Intelligent event management system reduces event noise by 99%
- Extend beyond standard monitoring with user-defined polling

VISUALIZE

- Modern, responsive user interface
- Dynamic network topology and geographic maps
- Out-of-the box (built-in) reporting engine with ability to customize

MANAGE

- Automated Discovery proactively adds and configures devices
- Configuration monitoring and management
- Automation for common ITOps tasks
- Federated architecture for seamless expansion
- Support multi-tenancy to simplify management for multiple stakeholders
- Integrations with leading IT operations tools



INTEGRATIONS



Curvature Hardware



[Curvature Hardware](#), a Park Place company, is the global leader and the most trusted source of new and preowned IT servers, storage, and network hardware. We offer you high quality, reliable, previous generation, or new-in-box equipment from industry leading manufacturers. At 50-90% cost savings, our gear is fully tested and configured with a less than 0.5% failure rate. We strategically stock inventory around the globe, which allows for Next Business Day shipments to nearly every major city . Curvature’s distribution centers are located in the United States, Europe, and Singapore .

Product Portfolio	
Network	We specialize in new and preowned network equipment . We provide IT networking products from leading brands like Cisco, Juniper, Dell EMC, and HPE .
Server	We specialize in x86 HPE and Dell EMC rack and blade servers and their components.
Storage	We provide fully built, tested, and configured storage arrays with all the competitively priced accessories compared with manufacturer pricing. Our focus is in HPE 3PAR and MSA; Dell EMC VNX and Data Domain; and NetApp Filers and Expansion Shelves .
Curvature Brand	Our products provide customers cost-effective alternatives to traditional equipment manufacturers. All products are coded and designed to meet the same specifications as the OEM equivalent and are often sourced from the same Tier-1 suppliers . Cutting out the middleman provides significant cost savings. Most Curvature Brand products carry a lifetime warranty .
Authorized Partner	As a certified partner of Fortinet, Arista, Dell EMC, Opengear, and APC, we give you access to the latest technology and best-of-breed products at the best possible prices .

Deal of the Week

Each week, our buyers hand-pick one product to feature as a special Deal of the Week . Be sure to check the [website](#) often to ensure you don’t miss the weekly deals . Click here to subscribe to the [Deal of the Week](#) . Click here for more information about [Curvature Hardware](#),

WHAT'S NEXT

At Park Place Technologies, satisfying our customers is our top priority. Here is what you can expect from us in the next 30 days.

- Setup and installation of ParkView fault monitoring within 30 days of your contract start date
- Ensure all necessary spares are delivered to the nearest stocking facility
- Delivery of parts on site (if applicable)
- Assignment of Field Engineers and staff to support your location(s)

ADDITIONAL RESOURCES

Your dedicated Park Place Account Manager is available as your first point of contact for all account-related needs as well as accessing the Central Park Customer Portal .

Contact Park Place Technologies by Region

- US: 800-931-3366
- EMEA: +44 (0) 208 885 9900
- APAC: (+65) 8310 9664

CONTACT US

We appreciate your business and look forward to exceeding your expectations . Please do not hesitate to contact us at any time. Your Park Place Account Manager is available as your first point of contact for all account needs.

To contact the Client Experience team, please email them at ClientExperience@parkplacetech.com.



[Subscribe for Monthly EOSL Reminders](#) | [Check out the Blog](#)

[ParkPlaceTechnologies.com](https://www.ParkPlaceTechnologies.com)