

Customer Onboarding Guide

Save. Simplify. Innovate

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



25,000+
CURRENT CLIENTS
SUPPORTED



125,000+
UNIQUE DATA
CENTERS
SUPPORTED



2,700+
STOCKING
LOCATIONS



180
COUNTRIES
SUPPORTED



50%
FORTUNE
500
CUSTOMERS
SUPPORTED



3,300
PARK PLACE
EMPLOYEES

TABLE OF CONTENTS

Central Park

<u>Registering for the Central Park Customer Portal</u>	3
<u>Logging On</u>	5
<u>Choosing and Registering Your Administrative Contact</u>	6
<u>Submitting a Ticket</u>	7
<u>Live Chat Feature</u>	8
<u>Escalation Processes & Contacts</u>	9
<u>Additional Resources</u>	17
<u>A Message from the CEO</u>	18

Registering for the Central Park Customer Portal

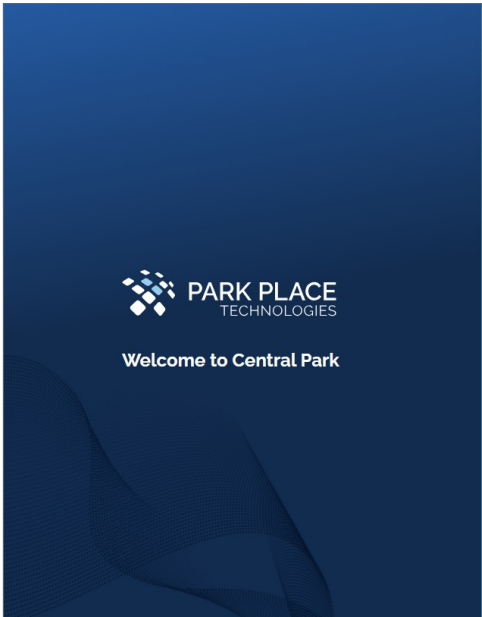
To begin the registration process for the Central Park Customer Portal, please follow the steps below.

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.*



Step 2 of 2

Create your profile

Review and add your phone and address to create your profile

First name	Last name
Larry	DeAngelis

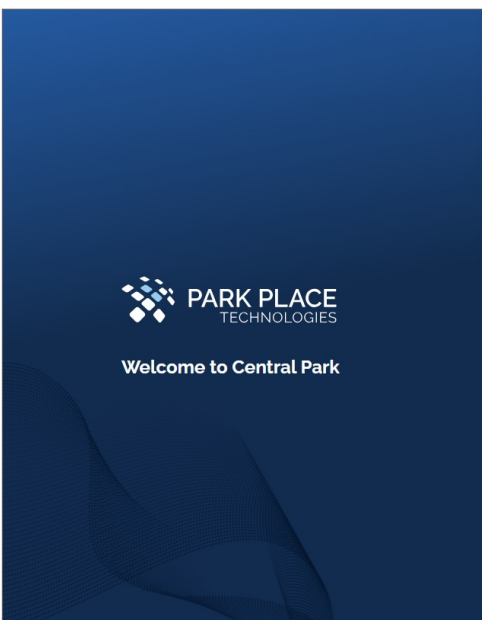
Username

Phone * ⓘ

Include country code (e.g. +1 234-567-8901)

Full address (Optional)

By clicking create profile, you agree to our [Terms of Service](#) ⓘ and [Privacy Policy](#) ⓘ



Step 1 of 2

Set up your password

Create a secure password for your profile

Password *

Password must contain the following:

- Ⓢ Minimum 8 characters
- Ⓢ A lowercase letter
- Ⓢ An uppercase letter
- Ⓢ A number
- Ⓢ Does not contain part of username

Confirm 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@parkplacetech.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.



Dear Larry DeAngelis,

Welcome to Central Park! We're excited to have you join.

To get started, please verify your email address by clicking the link below. This will ensure that you receive important updates and notifications from us.

<https://centralpark.parkplacetechnologies.com/login/complete-registration/9a35a717-ae19-4e17-b82d-a2962219fb37-735693303>

Please note that this link is only valid for 72 hours

Once you've verified your email, you'll be able to start exploring all that Central Park has to offer.

Central Park is a platform that provides a single pane of glass to manage your data center infrastructure services. By using Central Park, you'll be able to engage with support, configure services, view dashboards and reports, and manage contracts.

Thank you for choosing Park Place Technologies. We look forward to seeing you soon!

The Central Park Team



STEP 4

Complete and submit the form.

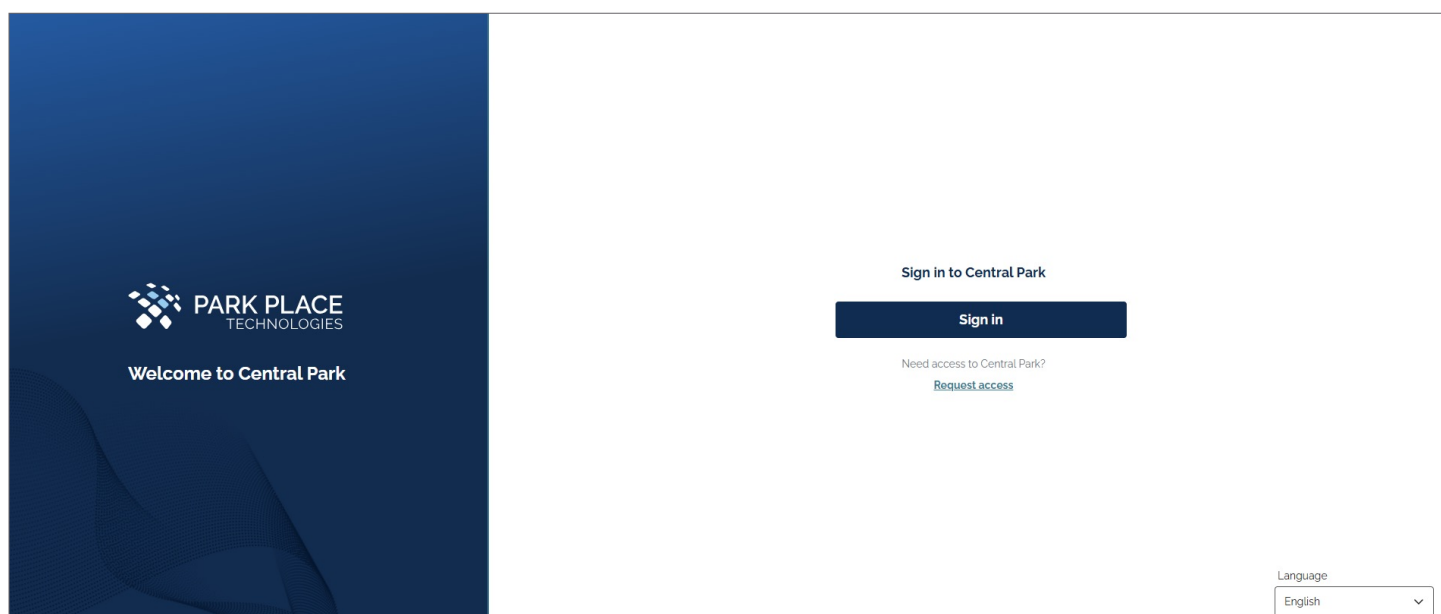
Note: The registration link is valid for 72 hours. If your token has expired, please reach out to your Admin Contact or Account Manager for a new link.

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:



- 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.

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, 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 new user

First name *

Last name *

Email *

Phone *

Cancel

Create user

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

SUBMITTING A TICKET

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) , provide log files upfront to expedite support
- 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 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 Feature

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

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).

WATCH AN OVERVIEW VIDEO ON THE [CENTRAL PARK CUSTOMER PORTAL](#)

Global Escalation Matrix

Customer Escalation Process

Park Place Technologies is committed to providing timely service, clear communication, and appropriate management attention when additional support is needed. If an active issue requires escalation, our process ensures the right operational and leadership teams are engaged based on the severity, duration, and business impact of the situation.

How to Request an Escalation

Toll-free country specific designated support ticket phone numbers

Contact Us – Park Place Technologies

<https://www.parkplacetechnologies.com/contact-us/>

Customers should begin by contacting Park Place Technologies Support through the standard support channel to open a new request or update an existing case. When requesting escalation, please provide:

- Ticket number
- Site or location
- Description of the issue
- Business impact
- Best contact information for follow-up

If additional escalation oversight is required, please escalate the issue to the appropriate regional or theater leadership team using the Global Escalation Matrix below.

Important Note

For the fastest and most effective response, all escalation requests should be routed through Park Place Technologies Support so they can be properly documented, tracked, and managed against the active service request."

UNITED STATES | ESCALATION PROCESSES & CONTACTS

1ST ESCALATION

Contact Us:

www.parkplacetechnologies.com

Toll-free country specific designated support ticket phone numbers"

REGION	STATE(S)	2 ND ESCALATION	3 RD ESCALATION	4 TH ESCALATION	5 TH ESCALATION
US SOUTHEAST	Alabama	Shon Akins Sr. Regional Service Manager sakins@parkplacetechnologies.com +1 470 787 9897	Bobby Lipps VP US Southeast bobby.lipps@parkplacetechnologies.com +1 513 668 3761	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US WEST	Alaska	Erik Starr Regional Service Manager estarr@parkplacetechnologies.com +1 714 797 0800	Cody Alldredge VP US West callldredge@parkplacetechnologies.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US WEST	Arizona	Russ Blair Regional Service Manager rblair@parkplacetechnologies.com +1 602 245 7446	Cody Alldredge VP US West callldredge@parkplacetechnologies.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US WEST	Arkansas	Russ Blair Regional Service Manager rblair@parkplacetechnologies.com +1 602 245 7446	Cody Alldredge VP US West callldredge@parkplacetechnologies.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US WEST	California	Dave Rickon Regional Service Manager drickon@parkplacetechnologies.com +1 530 919 0415	Cody Alldredge VP US West callldredge@parkplacetechnologies.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US WEST	Colorado	Erik Starr Regional Service Manager estarr@parkplacetechnologies.com +1 714 797 0800	Cody Alldredge VP US West callldredge@parkplacetechnologies.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US NORTHEAST	Connecticut	Tim Voss Regional Service Manager timothy.voss@parkplacetechnologies.com +1 708 305 5749	Bejoy Mathew VP US Northeast bmathew@parkplacetechnologies.com +1 704 957 2682	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US SOUTHEAST	Delaware	Chuck Collier Regional Service Director ccollier@parkplacetechnologies.com +1 301 651 3793	Bobby Lipps VP US Southeast bobby.lipps@parkplacetechnologies.com +1 513 668 3761	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US SOUTHEAST	Florida	Mandrell Gwyn Regional Service Manager mgwyn@parkplacetechnologies.com +1 678 708 6361	Bobby Lipps VP US Southeast bobby.lipps@parkplacetechnologies.com +1 513 668 3761	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US SOUTHEAST	Georgia	Mandrell Gwyn Regional Service Manager mgwyn@parkplacetechnologies.com +1 678 708 6361	Bobby Lipps VP US Southeast bobby.lipps@parkplacetechnologies.com +1 513 668 3761	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US WEST	Hawaii	Erik Starr Regional Service Manager estarr@parkplacetechnologies.com +1 714 797 0800	Cody Alldredge VP US West callldredge@parkplacetechnologies.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US WEST	Idaho	Don Brooke Regional Service Manager donald.brooke@parkplacetechnologies.com +1 480 243 1355	Cody Alldredge VP US West callldredge@parkplacetechnologies.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US CENTRAL	Illinois	Michael Higgins Regional Service Manager mhiggins@parkplacetechnologies.com +1 224 220 4029	Dave Diehn VP US Central ddiehn@parkplacetechnologies.com +1 620 215 3425	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US CENTRAL	Indiana	Brent Hudson Regional Service Manager bhudson@parkplacetechnologies.com +1 248 704 0007	Dave Diehn VP US Central ddiehn@parkplacetechnologies.com +1 620 215 3425	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US WEST	Iowa	Matt Treadwell Regional Service Manager matthew.treadwell@parkplacetechnologies.com +1 469 978 8128	Cody Alldredge VP US West callldredge@parkplacetechnologies.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US WEST	Kansas	Matt Treadwell Regional Service Manager matthew.treadwell@parkplacetechnologies.com +1 469 978 8128	Cody Alldredge VP US West callldredge@parkplacetechnologies.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182

UNITED STATES | ESCALATION PROCESSES & CONTACTS

1ST ESCALATION

Contact Us:

www.parkplacetechnologies.com

Toll-free country specific designated support ticket phone numbers"

REGION	STATE(S)	2 ND ESCALATION	3 RD ESCALATION	4 TH ESCALATION	5 TH ESCALATION
US SOUTHEAST	Kentucky	Aaron Horton Regional Service Manager aaron.horton@parkplacetechnologies.com +1 404 556 6183	Bobby Lipps VP US Southeast bobby.lipps@parkplacetechnologies.com +1 513 668 3761	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US CENTRAL	Louisiana	Robert L. Scott Regional Service Director rlscott@parkplacetechnologies.com +1 512 992 8666	Dave Diehn VP US Central ddiehn@parkplacetechnologies.com +1 620 215 3425	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US NORTHEAST	Maine	Tim Voss Regional Service Manager timothy.voss@parkplacetechnologies.com +1 708 305 5749	Bejoy Mathew VP US Northeast bmathew@parkplacetechnologies.com +1 704 957 2682	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US SOUTHEAST	Maryland	Jack Judy Regional Service Manager jjudy@parkplacetechnologies.com +1 573 434 2308	Bobby Lipps VP US Southeast bobby.lipps@parkplacetechnologies.com +1 513 668 3761	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US NORTHEAST	Massachusetts	Tim Voss Regional Service Manager timothy.voss@parkplacetechnologies.com +1 708 305 5749	Bejoy Mathew VP US Northeast bmathew@parkplacetechnologies.com +1 704 957 2682	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US CENTRAL	Michigan	Brent Hudson Regional Service Manager bhudson@parkplacetechnologies.com +1 248 704 0007	Dave Diehn VP US Central ddiehn@parkplacetechnologies.com +1 620 215 3425	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US CENTRAL	Minnesota	Brent Hudson Regional Service Manager bhudson@parkplacetechnologies.com +1 248 704 0007	Dave Diehn VP US Central ddiehn@parkplacetechnologies.com +1 620 215 3425	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US SOUTHEAST	Mississippi	Shon Akins Sr. Regional Service Manager sakins@parkplacetechnologies.com +1 470 787 9897	Bobby Lipps VP US Southeast bobby.lipps@parkplacetechnologies.com +1 513 668 3761	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US WEST	Missouri	Matt Treadwell Regional Service Manager matthew.treadwell@parkplacetechnologies.com +1 469 978 8128	Cody Alldredge VP US West calldredge@parkplacetechnologies.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US WEST	Montana	Don Brooke Regional Service Manager donald.brooke@parkplacetechnologies.com +1 480 243 1355	Cody Alldredge VP US West calldredge@parkplacetechnologies.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US WEST	Nebraska	Matt Treadwell Regional Service Manager matthew.treadwell@parkplacetechnologies.com +1 469 978 8128	Cody Alldredge VP US West calldredge@parkplacetechnologies.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US WEST	Nevada	Erik Starr Regional Service Manager estarr@parkplacetechnologies.com +1 714 797 0800	Cody Alldredge VP US West calldredge@parkplacetechnologies.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US NORTHEAST	New Hampshire	Tim Voss Regional Service Manager timothy.voss@parkplacetechnologies.com +1 708 305 5749	Bejoy Mathew VP US Northeast bmathew@parkplacetechnologies.com +1 704 957 2682	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US NORTHEAST	New Jersey - North	Ray Miura Sr. Regional Service Manager rmiura@parkplacetechnologies.com +1 646 530 1633	Bejoy Mathew VP US Northeast bmathew@parkplacetechnologies.com +1 704 957 2682	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US SOUTHEAST	New Jersey - South	Chuck Collier Regional Service Director ccollier@parkplacetechnologies.com +1 301 651 3793	Bobby Lipps VP US Southeast bobby.lipps@parkplacetechnologies.com +1 513 668 3761	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
US WEST	New Mexico	Erik Starr Regional Service Manager estarr@parkplacetechnologies.com +1 714 797 0800	Cody Alldredge VP US West calldredge@parkplacetechnologies.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182

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REGION	STATE(S)	2 ND ESCALATION	3 RD ESCALATION	4 TH ESCALATION	5 TH ESCALATION
US NORTHEAST	New York	Mark Youssef Regional Service Manager mark.youssef@parkplacetech.com +1 862 323 0063	Bejoy Mathew VP US Northeast bmathew@parkplacetech.com +1 704 957 2682	Dennis Viducic VP Americas Field Service dviducic@parkplacetech.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetech.com +1 832 428 4182
US SOUTHEAST	North Carolina	Shon Akins Sr. Regional Service Manager sakins@parkplacetech.com +1 470 787 9897	Bobby Lipps VP US Southeast bobby.lipps@parkplacetech.com +1 513 668 3761	Dennis Viducic VP Americas Field Service dviducic@parkplacetech.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetech.com +1 832 428 4182
US WEST	North Dakota	Matt Treadwell Regional Service Manager matthew.treadwell@parkplacetech.com +1 469 978 8128	Cody Alldredge VP US West callldredge@parkplacetech.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetech.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetech.com +1 832 428 4182
US SOUTHEAST	Ohio	Aaron Horton Regional Service Manager aaron.horton@parkplacetech.com +1 404 556 6183	Bobby Lipps VP US Southeast bobby.lipps@parkplacetech.com +1 513 668 3761	Dennis Viducic VP Americas Field Service dviducic@parkplacetech.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetech.com +1 832 428 4182
US CENTRAL	Oklahoma	Robert L. Scott Regional Service Director rlscott@parkplacetech.com +1 512 992 8666	Dave Diehn VP US Central ddiehn@parkplacetech.com +1 620 215 3425	Dennis Viducic VP Americas Field Service dviducic@parkplacetech.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetech.com +1 832 428 4182
US WEST	Oregon	Don Brooke Regional Service Manager donald.brooke@parkplacetech.com +1 480 243 1355	Cody Alldredge VP US West callldredge@parkplacetech.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetech.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetech.com +1 832 428 4182
US SOUTHEAST	Pennsylvania	Chuck Collier Regional Service Director ccollier@parkplacetech.com +1 301 651 3793	Bobby Lipps VP US Southeast bobby.lipps@parkplacetech.com +1 513 668 3761	Dennis Viducic VP Americas Field Service dviducic@parkplacetech.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetech.com +1 832 428 4182
US NORTHEAST	Rhode Island	Tim Voss Regional Service Manager timothy.voss@parkplacetech.com +1 708 305 5749	Bejoy Mathew VP US Northeast bmathew@parkplacetech.com +1 704 957 2682	Dennis Viducic VP Americas Field Service dviducic@parkplacetech.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetech.com +1 832 428 4182
US SOUTHEAST	South Carolina	Shon Akins Sr. Regional Service Manager sakins@parkplacetech.com +1 470 787 9897	Bobby Lipps VP US Southeast bobby.lipps@parkplacetech.com +1 513 668 3761	Dennis Viducic VP Americas Field Service dviducic@parkplacetech.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetech.com +1 832 428 4182
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US SOUTHEAST	Tennessee	Shon Akins Sr. Regional Service Manager sakins@parkplacetech.com +1 470 787 9897	Bobby Lipps VP US Southeast bobby.lipps@parkplacetech.com +1 513 668 3761	Dennis Viducic VP Americas Field Service dviducic@parkplacetech.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetech.com +1 832 428 4182
US CENTRAL	Texas - Dallas / Fort Worth Metro	Randy Ray Regional Service Manager rray@parkplacetech.com +1 817 929 4307	Dave Diehn VP US Central ddiehn@parkplacetech.com +1 620 215 3425	Dennis Viducic VP Americas Field Service dviducic@parkplacetech.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetech.com +1 832 428 4182
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US WEST	Utah	Don Brooke Regional Service Manager donald.brooke@parkplacetech.com +1 480 243 1355	Cody Alldredge VP US West callldredge@parkplacetech.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetech.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetech.com +1 832 428 4182
US NORTHEAST	Vermont	Tim Voss Regional Service Manager timothy.voss@parkplacetech.com +1 708 305 5749	Bejoy Mathew VP US Northeast bmathew@parkplacetech.com +1 704 957 2682	Dennis Viducic VP Americas Field Service dviducic@parkplacetech.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetech.com +1 832 428 4182
US SOUTHEAST	Virginia	Jack Judy Regional Service Manager jjudy@parkplacetech.com +1 573 434 2308	Bobby Lipps VP US Southeast bobby.lipps@parkplacetech.com +1 513 668 3761	Dennis Viducic VP Americas Field Service dviducic@parkplacetech.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetech.com +1 832 428 4182

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US WEST	Washington	Don Brooke Regional Service Manager donald.brooke@parkplacetechnologies.com +1 480 243 1355	Cody Alldredge VP US West callldredge@parkplacetechnologies.com +1 763 370 9953	Dennis Viducic VP Americas Field Service dviducic@parkplacetechnologies.com +1 732 232 1740	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
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LATIN AMERICA & CARIBBEAN	Argentina	Juan Pablo Mendes Sr. Regional Service Manager jmendes@parkplacetechnologies.com +54 9 11 5722 3459	Diego Mendes VP Latin America & Caribbean dmendes@parkplacetechnologies.com +54 9 11 3068 0547	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182	
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LATIN AMERICA & CARIBBEAN	Brazil - Rest of Brazil	Judson Pires Regional Service Manager judson.piresjunior@parkplacetechnologies.com +55 61 96185 448	Rafael Bessa Regional Service Director rbessa@parkplacetechnologies.com +55 21 99557 1809	Diego Mendes VP Latin America & Caribbean dmendes@parkplacetechnologies.com +54 9 11 3068 0547	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
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LATIN AMERICA & CARIBBEAN	Equador	Mauricio Pardo Peña Regional Service Manager mauricio.pena@parkplacetechnologies.com +57 310 888 7206	Juan Pablo Mendes Sr. Regional Service Manager jmendes@parkplacetechnologies.com +54 9 11 5722 3459	Diego Mendes VP Latin America & Caribbean dmendes@parkplacetechnologies.com +54 9 11 3068 0547	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
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LATIN AMERICA & CARIBBEAN	Suriname	Juan Pablo Mendes Sr. Regional Service Manager jmendes@parkplacetechnologies.com +54 9 11 5722 3459	Diego Mendes VP Latin America & Caribbean dmendes@parkplacetechnologies.com +54 9 11 3068 0547	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182	
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AFRICA		David Leith Sr. Regional Service Director dleith@parkplacetechnologies.com +44 7900 927241	Darren Booth VP Field Service EMEA dbooth@parkplacetechnologies.com +44 7919 360883	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182	
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REGION	STATE(S)	2 ND ESCALATION	3 RD ESCALATION	4 TH ESCALATION	5 TH ESCALATION
SINGAPORE		Mahendaraj Eliyathamby Sr. Regional Service Manager emahen@parkplacetechnologies.com +60 12 540 3413	Dave Bernardo VP Field Service APAC dbernardo@parkplacetechnologies.com +63 917 834 4073	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182	
SOUTH KOREA		Hiroshi Ohara Regional Service Manager hohara@parkplacetechnologies.com +81 90 4910 8583	Jason Tan Sr. Regional Service Manager tchusoon@parkplacetechnologies.com +60 16 484 8489	Dave Bernardo VP Field Service APAC dbernardo@parkplacetechnologies.com +63 917 834 4073	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
TAIWAN		Billy Lo Regional Service Manager blo@parkplacetechnologies.com +852 9106 9329	Jason Tan Sr. Regional Service Manager tchusoon@parkplacetechnologies.com +60 16 484 8489	Dave Bernardo VP Field Service APAC dbernardo@parkplacetechnologies.com +63 917 834 4073	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
THAILAND		Jason Tan Sr. Regional Service Manager tchusoon@parkplacetechnologies.com +60 16 484 8489	Mahendaraj Eliyathamby Sr. Regional Service Manager emahen@parkplacetechnologies.com +60 12 540 3413	Dave Bernardo VP Field Service APAC dbernardo@parkplacetechnologies.com +63 917 834 4073	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182
VIETNAM		Jason Tan Sr. Regional Service Manager tchusoon@parkplacetechnologies.com +60 16 484 8489	Mahendaraj Eliyathamby Sr. Regional Service Manager emahen@parkplacetechnologies.com +60 12 540 3413	Dave Bernardo VP Field Service APAC dbernardo@parkplacetechnologies.com +63 917 834 4073	John Kolkmeier VP Global Field Service Operations jkolkmeier@parkplacetechnologies.com +1 832 428 4182

“

[Park Place] has consistently demonstrated a high level of professionalism, responsiveness, and ownership, ensuring effective coordination across IBC, GlobalScope, DSR, Spectrum, and AT&T. [The customer service team's] ability to streamline communication and drive ticket submission processes has materially improved operational efficiency and reduced friction between teams. Cross-organizational initiatives often introduce complexity, but [Park Place's] proactive approach, attention to detail, and commitment to outcomes have been instrumental in maintaining momentum and ensuring alignment.

- Network Engineer III, IBC Bank

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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



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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 stylized, handwritten signature in black ink, appearing to read 'Chris Adams'.

Chris Adams, President and CEO