



# All About Uptime

CORPORATE OVERVIEW | NORTH AMERICA

Park Place Technologies simplifies the management of complex technology environments and drives Uptime for IT infrastructures worldwide. We do it through a unique and fully integrated approach called DMSO (Discover, Monitor, Support, Optimize) that works across the entire IT infrastructure including cloud computing environments. This combination of integrated management, across multiple layers, streamlines operations and delivers the agility needed to support today's complex business.

## A Customer Experience Like No Other

At Park Place Technologies we're committed to providing our customers with a comprehensive and seamless service experience including:

- 24/7, multi-lingual "follow-the-sun" customer support centers staffed only with Park Place employees
- Central Park - Our customer portal provides real-time visibility to incidents, allows customers to manage contracts, deploy monitoring services and more
- PPTechMobile - A mobile app that brings many of the conveniences of Central Park right to your mobile device

## Trust the Global Leader in Data Center Hardware Maintenance

Our third party data center maintenance service serves 21,500+ customers in 154+ countries with the world's largest team of field service engineers. Our global, multi-vendor maintenance offering represents a unique and compelling option versus the OEM at a savings of 30-40%.

ParkView Hardware Monitoring™ streamlines the maintenance process by proactively identifying hardware events, opening incident tickets and triaging the issue. The Park Place engineers are dispatched immediately to your data center to resolve the issue.

Our hardware maintenance service is backed by the industry's only First-Time Fix™ Guarantee.

## More Uptime, Less of Your Time with our Managed Services

ParkView Managed Services™ is a full suite of managed services that brings order to managing your organization's critical infrastructure while accelerating business transformation.

- ParkView Discovery™ - Delivers accurate and timely asset discovery on physical, virtual, and cloud assets across your infrastructure environment using our expert engineers, a lite collector VM and a mature CMDB.
- ParkView Server Management™ - A service that simplifies the management of compute environments and provides you with incident management, patch management and remediation.
- ParkView Network Management™ - Brings the tools and expertise to deliver exceptional performance, visibility and intelligence to manage your network in today's changing IT environment.

### SUPPORTED OEMS



DISCOVER | MONITOR | SUPPORT | OPTIMIZE



[ParkPlaceTechnologies.com](http://ParkPlaceTechnologies.com)

Call 877.778.8707 to learn more

# Let's Talk.

For a quote that can save you 30-40% on hardware maintenance, call us today at 877.778.8707 or visit [ParkPlaceTechnologies.com](http://ParkPlaceTechnologies.com).

## Software That Empowers You to Take Control of Your Network

Entuity Network Analytics (ENA) is a powerful, yet easy-to-use enterprise network analytics software product designed for IT organizations to maximize network performance and service availability. ENA significantly reduces event noise; resolves issues quickly; delivers proactive management including predictive trends; and supports a multi-cloud strategy. ENA is easy to install, customize, operate and maintain, and lowers total cost of ownership to a fraction of other products.

## DMSO – Only from Park Place Technologies

While our individual products and services are each great on their own – it's when they are combined that organizations can fully realize the impact of our unique DMSO approach including:

- Improved infrastructure control and visibility
- Simplified and automated processes ensuring Uptime
- Improved Cost management
- Optimized capacity and performance
- Increased agility

### DISCOVER

Remote service provides customer with holistic accurate listing of data center assets across OEMs

- Automated IT asset discovery & dependency mapping.
- Comprehensive coverage of servers (physical, virtual & cloud), desktops, peripherals, edge devices.

### MONITOR

Hosted solution for server and storage monitoring at both hardware and software level

- Hardware: storage, server and network.
- OS monitoring: Linux, Windows, VM.
- Network monitoring.

### SUPPORT

Hardware/OS/Network event filtering & remediation

- Hardware predictive/proactive alerting. Ticket integration.
- OS remediation, patch management, updates.
- Network incident management, configuration, root cause.

### OPTIMIZE

Offering to enable customer efficiencies and ensure optimal Uptime

- Capacity management
- CPU Utilization
- Cloud Cost Control

**OPTIMIZE SERVICES  
COMING SOON**

## GLOBAL HEADQUARTERS

5910 Landerbrook Drive | Cleveland, Ohio 44124 | United States  
Offices and service locations world-wide.

### CONTACT US

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