

Empowering IT Teams to Think Bigger

CORPORATE OVERVIEW | NORTH AMERICA

Park Place Technologies optimizes data center and networking Uptime and performance worldwide via a comprehensive portfolio of IT services and products including data center hardware maintenance, infrastructure managed services, professional services, network performance monitoring software and hardware sales.

Powered by the world's largest on-the-ground engineering team, a robust group of advanced engineers, and our Enterprise Operations Center, Park Place Technologies leverages our global parts supply chain, automation, machine learning and a comprehensive portfolio of services.

How We Help Optimize IT

We empower IT teams to think bigger through our unique and fully integrated DMSO (Discover, Monitor, Support, Optimize) approach. By leveraging DMSO, our customers enjoy streamlined infrastructure monitoring and management, cost efficiencies, less chaos, and faster mean-time-to-resolution.

That's why 90% of the Fortune 500 already trust Park Place Technologies as their networking and data center optimization partner.

Optimize IT Performance

Data centers must handle more requirements than ever before, with the IT infrastructure connecting distributed ecosystems of employees, partners, and suppliers. This complexity drives the need for technology and services that ensure high availability and optimal performance of the IT delivery infrastructure.

IDC states IT decision makers are looking for four key features and abilities in their service providers:

1. Asset discovery and management
2. Proactive monitoring
3. System optimization
4. Fast access to a technical expert who understands the customer's IT environment

Park Place Technologies' DMSO (Discover, Monitor, Support, Optimize) approach delivers through a robust portfolio of products and services. Choose from them a la carte—or bundle to save even more and benefit from integrated services.

Our Portfolio



Park Place Hardware Maintenance™

Provides an alternative to (OEM) post-warranty coverage for storage, servers and networking gear.



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.



ParkView Managed Services™

Our IT managed services of asset discovery, network management, hardware monitoring, and server management.



Entuity Software™

A powerful, easy-to-use enterprise network analytics solution designed for IT organizations to maximize network performance and service availability.



Curvature Hardware™

The most trusted source for preowned and new network, server, and storage hardware.

KEY BENEFITS OF DMSO

- Improved infrastructure control and visibility via a single pane of glass
- Simplified and automated processes ensuring Uptime
- Optimized capacity and performance
- Improved cost management
- Increased agility

Optimize IT Team Productivity

IT teams are facing unprecedented challenges and the need to optimize performance has never been greater. Increasingly fluid employee mobility is only exacerbating the ability to get the most out of limited resources. Here's how we can help:

- Consolidating support
 - Park Place enables you to work with one partner for data center hardware maintenance across OEMs and across the globe. We can also serve as a point of First Call for network and server assets currently under OEM support.
 - We have the world's largest field engineering team and a global network of 1,158,000+ spare parts—currently supporting 21,500+ customers in 154 countries.
 - With ParkView Hardware Monitoring™ you'll enjoy fully automated support, faster MTTR and the industry's only First-Time Fix™ Guarantee.
 - Combine hardware and software support with our managed services.
- Letting our Managed Services team do the work for you
 - Free your highly qualified technical resources from infrastructure monitoring, patch management, sorting through a wave of alerts, triage, and even remediation with ParkView Managed Services™.
- Filling skills gaps and addressing spikes in work with our professional services
 - Avoid hiring staff for a short-term need.
 - Leverage experts across OEMs and operating systems.

Optimize Your IT Budget

IT leaders need to stretch budgets as far as possible—without compromising performance, quality or responsiveness.

- Park Place Technologies saves customers an average of 30-40% vs. OEM warranties while providing customizable SLAs and 24/7/365 customer support (including L3) available in 170 languages.
- Our expert support on legacy systems extends the life of hardware (increasing ROI on capital investments).
- Save 55-90% on new and preowned network, server and storage gear through Curvature Hardware (components and complete systems)
- Bundle services to save more.
- Consolidate network tools with "all-in-one" Entuity Software™.
- Tap into Park Place Professional Services™ for short-term or specialized needs.

SUPPORTED OEMS

CISCO  **IBM** 

DELL  **EMC** 

HITACHI  **HPE** 

SUPERMICRO  **NetApp** 

JUNIPER  **Overland storage** 

Sun 
ORACLE 

Lenovo 

riverbed  **f5** 

BROCADE  **FUJITSU** 

SUPPORTED OPERATING SYSTEMS

vmware  

UNIX  

GLOBAL HEADQUARTERS

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

CONTACT US

P: +1 877.778.8707

Toll-free access from 46 countries

ParkPlaceTechnologies.com

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