



# MORE UPTIME. LESS OF YOUR TIME.



ParkView Hardware Monitoring™ is a fully automated maintenance service that streamlines the hardware support process and helps data centers boost Uptime. Whether you're monitoring Storage, Server, or Network devices, ParkView Hardware Monitoring™ reduces the number of touchpoints between you and a maintenance solution to two easy steps by proactively opening incident tickets, performing triage and notifying a Park Place engineer so that maintenance can be scheduled.

### INTRODUCING PARKVIEW FIRST CALL™

Now, the convenience of automated maintenance can be extended to server and networking devices currently covered by an OEM maintenance warranty creating a uniform support experience.

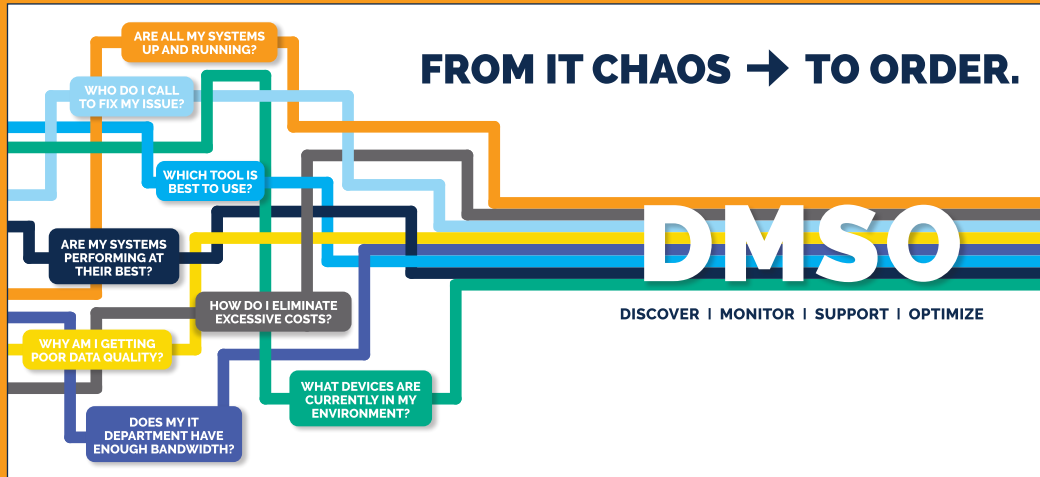
With ParkView First Call™ when an issue is detected on hardware that requires service by the manufacturer, Park Place will contact the OEM for you, make sure a ticket is opened, and save you the time and hassle of waiting on the phone or monitoring your email for a response.

| FEATURES  | ADVANTAGES   | VALUE DRIVERS  |
|---|--|--|
| <ul style="list-style-type: none"> <li>• Park Place serves as the single point of contact for all data center assets (<b>except storage systems/ devices under OEM warranty</b>), regardless of who provides maintenance for those assets.</li> <li>• Park Place will answer the customer call or email immediately and gather data about the service event.</li> <li>• Park Place will open an incident with the current OEM service provider on the customer's behalf.</li> </ul> | <ul style="list-style-type: none"> <li>• Simplify vendor relationships by eliminating the need to sort through paperwork from multiple vendors to solve a single problem.</li> <li>• Park Place customers receive an immediate response to their initial service calls, allowing them to reallocate their IT resources in response to a problem instead of sitting by the phone in an OEM call queue.</li> </ul> | <ul style="list-style-type: none"> <li>• Reduce or eliminate administrative burdens associated with ticket creation</li> <li>• Support more vendors in more countries</li> <li>• Reduce time to open OEM ticket</li> <li>• Reduce manual efforts and time with OEM</li> <li>• Manage multiple relationships</li> <li>• Time of call can drop from 40 minutes to 15</li> <li>• Reduce touches, accurately triage</li> </ul> |



# PARKVIEW

DISCOVER | MONITOR | SUPPORT | OPTIMIZE



ParkView™ from Park Place Technologies is a full suite of managed services that brings order to managing an organization's critical infrastructure while eliminating chaos and accelerating business transformation. ParkView empowers you to efficiently Discover, Monitor, Support and Optimize your IT infrastructure, including cloud computing environments. This combination of integrated management, across multiple layers, integrates disparate vendors, solutions, and data into one place, making it easier for customers to make smart, future-focused decisions for the business.

| DISCOVER  | MONITOR   | SUPPORT  | OPTIMIZE  |
|---|---|--|---|
| <p>Remote service provides customer with holistic, accurate listing of data center assets across OEMs</p> <ul style="list-style-type: none"> <li>Automated IT asset discovery &amp; dependency mapping</li> <li>Comprehensive coverage of servers (physical, virtual &amp; cloud), desktops, peripherals, edge devices</li> </ul> | <p>Hosted solution for server and storage monitoring at both hardware and software level</p> <ul style="list-style-type: none"> <li>Hardware: storage, server and network</li> <li>OS monitoring: Linux, Windows, VM</li> <li>Network monitoring</li> </ul> | <p>Hardware/OS/Network event filtering &amp; remediation</p> <ul style="list-style-type: none"> <li>Hardware: predictive / proactive alerting. Ticket integration</li> <li>OS: remediation, patch management, updates</li> <li>Network incident management, configuration, root cause</li> </ul> | <p>Offering to enable customer efficiencies and ensure optimal Uptime</p> <ul style="list-style-type: none"> <li>Capacity management</li> <li>CPU utilization</li> <li>Cloud cost controls</li> </ul> |

## ABOUT PARK PLACE TECHNOLOGIES

Since 1991, Park Place Technologies has simplified the management of complex hybrid IT environments to maximize Uptime, improve operational speed, eliminate chaos and accelerate business transformation.

In addition to ParkView managed services, Park Place Technologies provides exceptional global service and support for data center storage, server and network hardware for all tier one OEM equipment. Park Place supports 58,000+ data centers in 150+ countries for more than 17,000 clients. Our worldwide network of 404,000 parts stored regionally, locally and on-site, allows for fast parts distribution and service to help drive Uptime. For more information, visit us at [ParkPlaceTechnologies.com](http://ParkPlaceTechnologies.com).