

Central Park

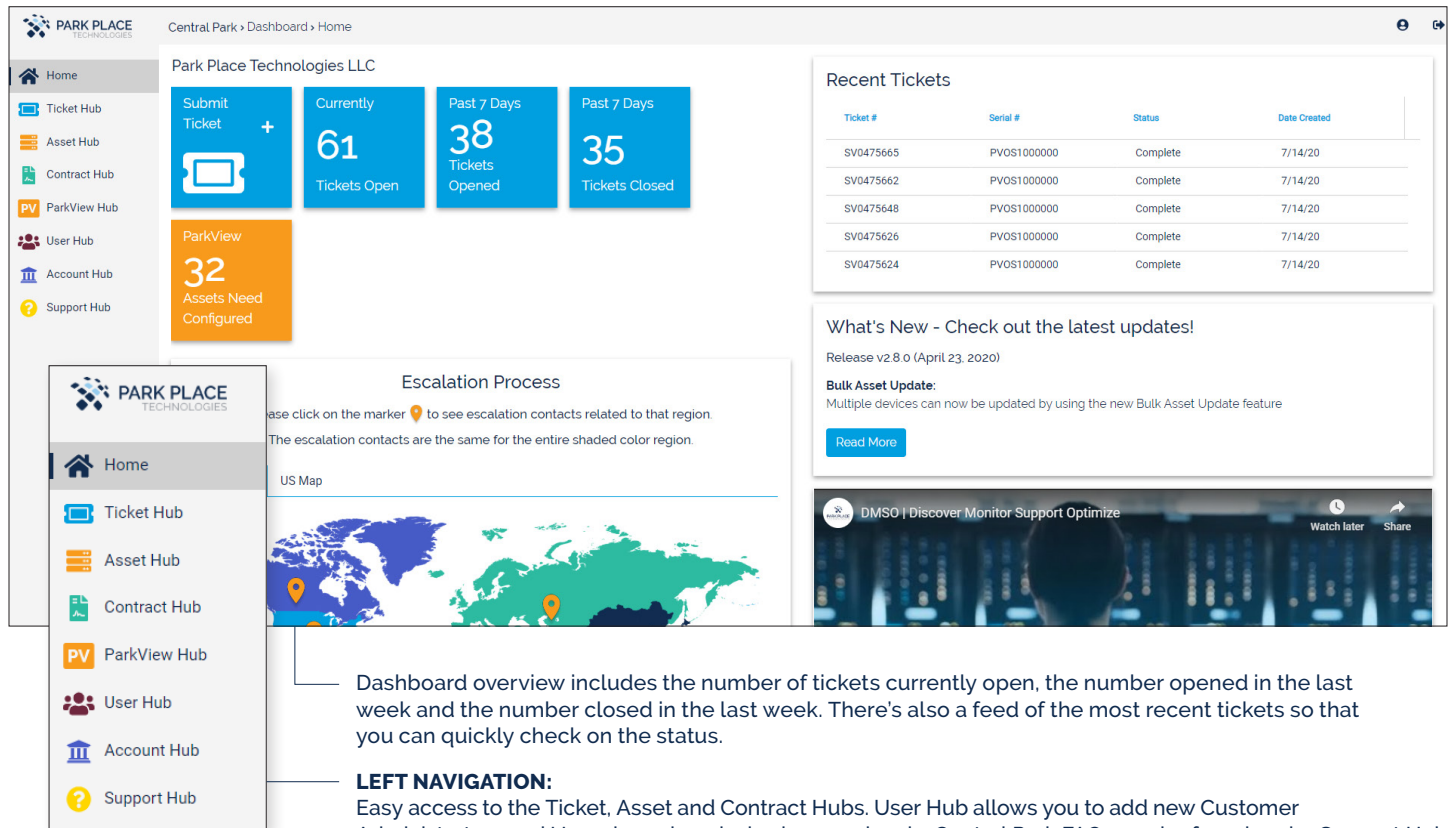
Customer Portal

An innovative single pane of glass for managing your data center maintenance and monitoring.

Key Features Include:

- Easy-to-read dashboard of key metrics
- Service ticket, contract and asset management
- Multi-account access
- Ability to designate multiple customer administrators
- ParkView Hub including installation wizard and visibility to monitor devices
- Access via PPTechMobile App

Homepage/Dashboard:



The screenshot displays the Central Park Customer Portal Dashboard for Park Place Technologies LLC. The dashboard includes a left navigation menu with options: Home, Ticket Hub, Asset Hub, Contract Hub, ParkView Hub, User Hub, Account Hub, and Support Hub. The main content area features a 'Submit Ticket' button, a 'ParkView' button showing 32 assets needing configuration, and a 'Recent Tickets' table. The 'Recent Tickets' table lists tickets with columns for Ticket #, Serial #, Status, and Date Created. Below the table, there is a 'What's New' section for the v2.8.0 release (April 23, 2020), highlighting a 'Bulk Asset Update' feature. At the bottom, there is a video player for 'DMSO | Discover Monitor Support Optimize'.

Dashboard Overview: The dashboard provides a quick overview of ticket status, including the number of tickets currently open (61), tickets opened in the last 7 days (38), and tickets closed in the last 7 days (35). It also includes a 'Recent Tickets' feed for monitoring.

LEFT NAVIGATION: Easy access to the Ticket, Asset and Contract Hubs. User Hub allows you to add new Customer Administrators and Users based on desired access levels. Central Park FAQs can be found under Support Hub.

Central Park Overview



RAIN PLACE

Central Park > Ticket Hub > Tickets

Home

Ticket Hub

Tickets

Global Tickets

Submit New Ticket

Asset Hub

Contract Hub

Parkinson Hub

User Hub

Account Hub

Support Hub

61

Open Tickets

1326

Closed Tickets

Export Tickets

Clear Filters

Ticket #	Ticket Type	Status	Serial #	Host Name	Reference #	Location	Entered At	Entered By	Completed
505475665	CustomerContract_O...	Complete	PV031000000			Mayfield Hts, OH	7/14/20, 9:25 AM	Jim Knoch	7/14/20, 9:28 AM
505475664	CustomerContract_O...	Complete	PV031000000			Mayfield Hts, OH	7/14/20, 9:25 AM	Jim Knoch	7/14/20, 9:28 AM
505475663	CustomerContract_O...	Complete	PV031000000			Mayfield Hts, OH	7/14/20, 9:40 AM	Jim Knoch	7/14/20, 9:54 AM
505475662	CustomerContract_O...	Complete	PV031000000			Mayfield Hts, OH	7/14/20, 12:27 AM	Jim Knoch	7/14/20, 12:34 AM
505475661	CustomerContract_O...	Complete	PV031000000			Mayfield Hts, OH	7/14/20, 12:19 AM	Jim Knoch	7/14/20, 12:25 AM
505475610	CustomerContract_O...	In Progress	PV031000000			Mayfield Hts, OH	7/13/20, 11:15 PM	Jim Knoch	7/13/20, 9:33 PM
505475601	CustomerContract_O...	Complete	PV031000000			Mayfield Hts, OH	7/13/20, 9:21 PM	Jim Knoch	7/13/20, 9:33 PM

Ticket Hub:

- Submit a ticket including corresponding severity
- Add notes to open tickets
- View all open and closed tickets
- Detailed ticket view
- Track part shipments associated with each ticket in the Part Tracking section
- Data exportable into Excel

Central Park > Asset Hub > Assets										
Export Assets Clear Filters										
ParkView Status	Serial #	Contract #	Host Name	Description	DOM	Location	Status			
Not on ParkView	PV031000000	054020M		PPT ParkViewUCS	PPT	Mayfield Hts, OH	Active			
Not on ParkView	054020M	054020M		Video 3600 M5 D2	IBM	Cleveland, OH	Active			
Not on ParkView	054020M	054020M		Video 3600 M5 D2	IBM	Cleveland, OH	Active			
Not on ParkView	054020M	054020M		Video 3600 M5 D2	IBM	Marlborough, MA	Active			
Not on ParkView	054020M	054020M		BlackCenter H522	IBM	Cleveland, OH	Active			
Not on ParkView	054020M	054020M		BlackCenter H522	IBM	Cleveland, OH	Active			
Not on ParkView	054020M	054020M		BlackCenter H522	IBM	Cleveland, OH	Active			
Not on ParkView	054020M	054020M		Video 3600 M5 7919 247x Kain	IBM	Cleveland, OH	Active			
Not on ParkView	054020M	054020M		PowerEdge R730 ES-2400 Server	Dell	El Cajon, CA	Active			
Not on ParkView	054020M	054020M		PowerEdge R730 ES-2400 Server	Dell	El Cajon, CA	Active			
Not on ParkView	054020M	054020M		UCS B200 M4 Server	Cisco	Cleveland, OH	Active			
Not on ParkView	054020M	054020M		UCS B200 M4 Server	Cisco	Cleveland, OH	Active			
Not on ParkView	054020M	054020M		UCS B200 M4 Server	Cisco	Cleveland, OH	Active			
Not on ParkView	054020M	054020M		UCS B200 M4 Server	Cisco	Cleveland, OH	Active			
Not on ParkView	054020M	054020M		UCS B200 M4 Server	Cisco	Cleveland, OH	Active			

Asset Hub:

- View all assets currently under contract
- View all serialized components currently under contract
- Sort and filter as desired
- Data exportable into Excel
- View ParkView monitoring status for all assets
- Drop multiple assets from a contract
- Bulk upload feature to update multiple assets

Central Park > Contract Hub > Contracts										
Export Contracts Clear Filters										
Contract #	Term Start	Term End	Status							
054020M	12/1/19, 12:00 AM	11/30/20, 12:00 AM	Active							
054020M-003	5/1/20, 12:00 AM	4/30/21, 12:00 AM	Addendums Pending							
054020M-003	5/1/20, 12:00 AM	4/30/21, 12:00 AM	Addendums Pending							
054020M	2/21/20, 12:00 AM	2/20/21, 12:00 AM	Addendums Pending							

Contract Hub:

- View all active Park Place contracts
- View Service Level Agreements (SLAs) for each contract
- Submit a form to request a quote on additional assets. The submission will notify your account manager via email
- Data exportable into Excel

MONITOR

ENSURE THE UPTIME

USERS DEMAND

View the real-time performance of your hardware. We'll improve your operations through greater visibility when reducing mean time to repair with automated support.

Reduce outages and disruptions

31% faster mean time to repair

97% first-time fix rate

ParkView Hardware Monitoring™
AUTOMATED SUPPORT
Proactively identifies faults 24/7 and self-initiates tickets for immediate repair.

Want to learn more?
[Contact Me](#)

ParkView Hub:

- Preset templates to capture required information
- Agent installation wizard
- Auto-notifications of ParkView support team to verify agent connection and complete the set-up process

Open Tickets										
Export Tickets Clear Filters										
Ticket #	Ticket Type	Status	Serial # / FQDN	Host Name	Reference #	Location	Created On	Created By		
50597304	CustomerContract_O...	In Progress	P-DIG-BDSH-LADM1.psdomain.local			Mayfield Hts, OH				
50597433	CustomerContract_O...	In Progress	PPT-DIG-DMVEV.psdomain.local			Mayfield Hts, OH				
50597469	CustomerContract_O...	In Progress	PPT-DIG-DMVEV.psdomain.local			Mayfield Hts, OH				
50597474	CustomerContract_O...	In Progress	PPT-DIG-SSBSH.psdomain.local			Mayfield Hts, OH				
50598227	CustomerContract_O...	In Progress	PPT-DIG-DMVEV.psdomain.local			Mayfield Hts, OH				
50598228	CustomerContract_O...	In Progress	PPT-DIG-DMVEV.psdomain.local			Mayfield Hts, OH				
50598229	CustomerContract_O...	In Progress	PPT-DIG-DMVEV.psdomain.local			Mayfield Hts, OH				
50598230	CustomerContract_O...	In Progress	PPT-DIG-DMVEV.psdomain.local			Mayfield Hts, OH				

Live Chat:

- Enables easy escalation to a Park Place Support Team member
- Enhanced chat bot feature providing answers to FAQs
- 24/7 availability

Submit any Central Park questions to customerportal@parkplacetechnologies.com