

All About Uptime

Client Onboarding Guide



PARK PLACE
TECHNOLOGIES

ParkPlaceTechnologies.com

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We're All About Uptime

Park Place Technologies, founded in 1991, simplifies the management of complex technology environments for more than 21,500 customers worldwide. We provide exceptional global service for data center storage, server and network hardware for all tier one OEM equipment. Our worldwide network of more than 1,100,000 parts stored regionally, locally and on-site allows for fast parts distribution and service to drive Uptime.

Park Place responded to customer input and created a new technology service category – Discover, Monitor, Support, Optimize (DMSO) – a fully integrated approach to managing critical infrastructure. Our industry-leading and award-winning services include ParkView™ Managed Services, Entuity software, and our Enterprise Operations Center.

With Park Place Technologies, customers are maximizing Uptime, improving operational speed, eliminating IT chaos, and boosting return on investment – ultimately accelerating their digital transformation.

Park Place supports 110,000+ data centers in 154+ countries.

Central Park Client Portal

Central Park is an innovative single pane of glass for managing your data center maintenance & 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 PPTMobile App: <https://www.parkplacetechnologies.com/pptechmobile/>

To connect you to the Central Park Portal, it is crucial we have the name and contact information for your Portal Admin Contact (Company Name, Administrator Name, Title, Email, Phone).

Choosing your Admin Contact is the first step to connecting to the Central Park portal. We are excited to connect you to the new portal, once we have received the name and contact information of your Portal Admin Contact.

If you have not registered a Portal Admin Contact, please follow this link for registration:

<https://centralpark.parkplacetechnologies.com/request-access>

Please contact your Account Manager with any questions or issues with the registration process

Opening a Ticket for Service

Park Place Technologies provides our clients with two options for opening a ticket when a service incident arises:

1. Central Park Client Portal (*primary method*):
 - Log into the Park Place Technologies client portal (Central Park) where you can open tickets, view covered assets, see your contracts and more.
 - See Page 3 for additional details on Central Park.
2. Call:
 - 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
 - ****NEW!**** For a listing of country-specific toll-free numbers please visit our contact page: <https://www.parkplacetechnologies.com/contact-us/>

When you contact us via phone, please place the support call from a location near the equipment in question whenever possible.

Please have the following information ready when opening a ticket:

1. Serial Number
2. Equipment site address information
3. Company name
4. A phone number, email address, and contact name
5. Model or detail description of equipment
6. Brief description of problem type or any errors being displayed (if applicable)
7. An understanding of how this incident is impacting you, your business or your customers

The Customer Support Analyst will enter all the information you provide and issue you an Incident Number. Be sure to record your incident number to utilize when updates are needed.

******If you have a SEV1 issue or incident that requires immediate attention, please contact us via phone for the most expedient service.******

Your Service Level Agreement

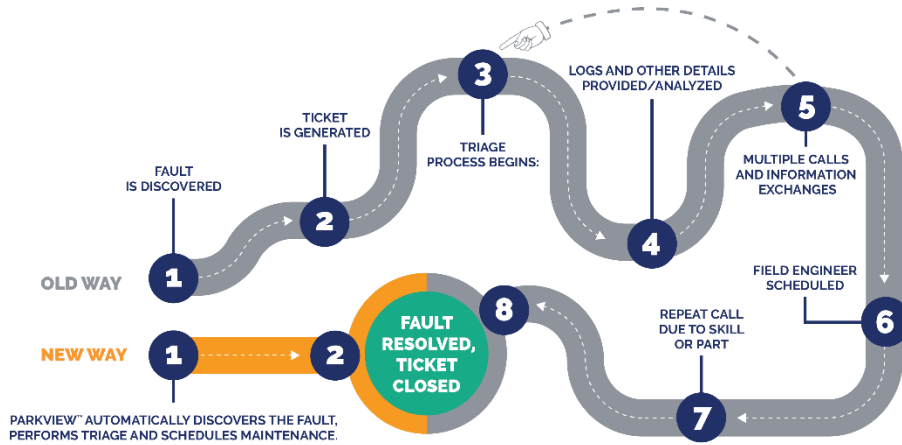
Park Place Technologies has developed a custom package for your company aimed at providing you and your staff with the best possible service and support. For details and full terms and conditions, refer to your Maintenance Service Agreement.

Should you need to make any changes to your contract, we provide full contract administration. Contact your Sales Representative to modify or add equipment to your current contract.

Maximize Your Uptime with ParkView Hardware Monitoring™

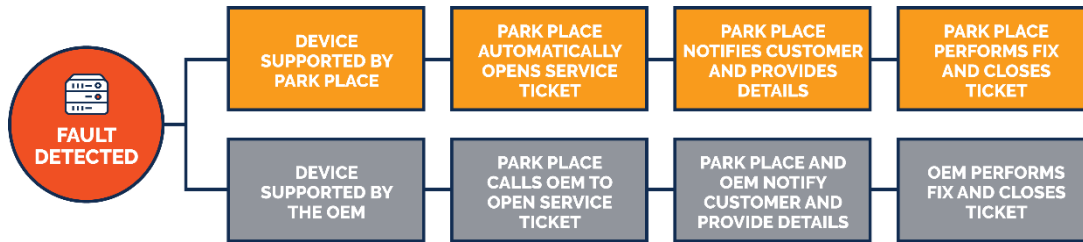
ParkView Hardware Monitoring™ is the industry's only fully-automated maintenance service, streamlining the hardware support process and helping data centers everywhere boost Uptime. ParkView Hardware Monitoring™ proactively identifies hardware events, opens incidents tickets and triages the issue. Then Park Place engineers are dispatched immediately to your data center to resolve the issue, making the service process as efficient as possible.

Have you scheduled your ParkView demo and implementation? If questions, please contact your Sales Associate!



ParkView First Call™

Park Place Technologies has developed a custom package for your company aimed at providing you and your staff with the best possible service and support. For details and full terms and conditions, refer to your Maintenance Service Agreement.



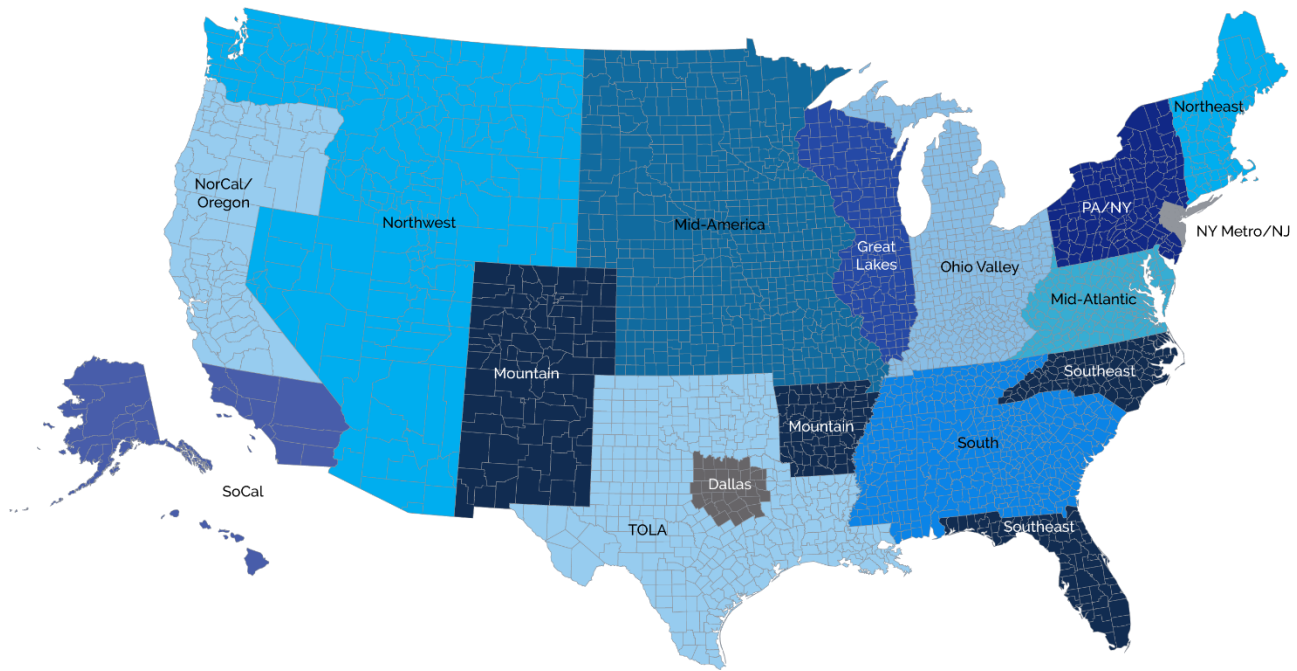
When you have a data center hardware issue, you need it fixed fast and fixed right – the first time.

With our industry-first guarantee, we'll fix your data center hardware right the first time or you'll get one month of support free.

Learn more at <https://www.parkplacetechologies.com/first-time-fix>

United States Escalation Process & Contacts

Below are the escalation points for normal business hours (M-F 8am-5pm local time). After normal business hours please contact the Customer Support Center at 1-800-343-4654. They will engage our On-Call Manager to handle your escalation.



| REGION | STATES | SECOND ESCALATION | THIRD ESCALATION |
|-----------|--|--|--|
| SoCal | Southern CA Alaska Hawaii | Cody Alldredge Regional Service Director calldredge@parkplacetech.com +1 508-970-8750 Direct +1 763-370-9953 Mobile | Jan Taylor Vice President – Area US West jataylor@parkplacetech.com +1 619-212-3033 Direct +1 619-672-8662 Mobile |
| TOLA | Louisiana Oklahoma Texas (outside Dallas) | Robert L. Scott Regional Service Director rlscott@parkplacetech.com +1 508-970-8718 Direct +1 512-992-8666 Mobile | John Kolkmeier Vice President – Area US Southwest jkolkmeier@parkplacetech.com +1 832-428-4182 Mobile |
| Northwest | Arizona, Idaho Montana, Nevada Utah, Washington Wyoming | Ruth Valero Regional Service Manager rvalero@parkplacetech.com +1 800-838-3518 x5805131 Direct +1 661-388-3280 Mobile | Jan Taylor Vice President – Area US West jataylor@parkplacetech.com +1 619-212-3033 Direct +1 619-672-8662 Mobile |

If you don't feel that your issue is being resolved as quickly as needed, please contact the following:

Dennis Viducic
Senior Vice President, Americas Field Service
dviducic@parkplacetech.com
+1 508-449-4953 Direct
+1 732-232-1740 Mobile

Nicola Buckley
Executive Vice President, Global Service Delivery
nbuckley@parkplacetech.com
+1 508-970-8733 Direct

United States Escalation Process & Contacts (cont'd)

| REGION | STATES | SECOND ESCALATION | THIRD ESCALATION |
|--------------|---|--|--|
| Great Lakes | Illinois Wisconsin | Kelly Stafford Regional Service Director kstafford@parkplacetech.com +1 508-449-4949 Direct +1 920-217-9000 Mobile | Dave Diehn Vice President – Area US Midwest ddiehn@parkplacetech.com +1 620-215-3425 Mobile |
| NY Metro/NJ | Northern New Jersey New York City NYC Boroughs | David Ottofaro Regional Service Manager dottofaro@parkplacetech.com +1 561-469-8064 Direct +1 216-312-4078 Mobile | Bejoy Mathew Vice President – Area US Northeast bmathew@parkplacetech.com +1 508-970-8752 Direct +1 704-957-2682 Mobile |
| Northeast | Connecticut Maine Massachusetts New Hampshire Rhode Island, Vermont | Andrew Berezowski Regional Service Director aberezowski@parkplacetech.com +1 508-970-8784 Direct +1 845-741-3068 Mobile | Bejoy Mathew Vice President – Area US Northeast bmathew@parkplacetech.com +1 508-970-8752 Direct +1 704-957-2682 Mobile |
| Southeast | Florida North Carolina | Chuck Collier Regional Service Manager ccollier@parkplacetech.com +1 301-651-3793 Mobile | Jim Larkin Vice President – Area US Southeast jlarkin@parkplacetech.com +1 847-977-4912 Mobile |
| Mid-Atlantic | Delaware Maryland Virginia Washington DC West Virginia | Jack Judy Regional Service Manager jjudy@parkplacetech.com +1 508-970-8793 Direct +1 573-434-2308 Mobile | Jim Larkin Vice President – Area US Southeast jlarkin@parkplacetech.com +1 847-977-4912 Mobile |
| South | Alabama, Georgia Mississippi South Carolina Tennessee | Mandrell Gwyn Regional Service Manager mgwyn@parkplacetech.com +1 619-212-3000 Direct +1 619-971-0825 Mobile | Jim Larkin Vice President – Area US Southeast jlarkin@parkplacetech.com +1 847-977-4912 Mobile |
| Mountain | Arkansas Colorado New Mexico | Mike Keating Regional Service Manager mkeating@parkplacetech.com +1 800-838-3518 x5805178 Direct +1 801-512-9741 Mobile | John Kolkmeier Vice President – Area US Southwest jkolkmeier@parkplacetech.com +1 832-428-4182 Mobile |

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United States Escalation Process & Contacts (cont'd)

| REGION | STATES | SECOND ESCALATION | THIRD ESCALATION |
|-----------------|---|--|--|
| NorCal / Oregon | Northern CA Oregon | Dave Rickon Regional Service Manager drickon@parkplacetechnology.com +1 530-919-0415 Mobile | Jan Taylor Vice President – Area US West jataylor@parkplacetechnology.com +1 619-212-3033 Direct +1 619-672-8662 Mobile |
| Ohio Valley | Indiana Kentucky Michigan Ohio | Jim Hintz Regional Service Manager jhintz@parkplacetechnology.com +1 765-418-8853 Mobile | Dave Diehn Vice President – Area US Midwest ddiehn@parkplacetechnology.com +1 620-215-3425 Mobile |
| Mid-America | Iowa, Kansas Minnesota, Missouri Nebraska North Dakota South Dakota | Brent Morgan Regional Service Manager bmorgan@parkplacetechnology.com +1 224-532-0045 Mobile | Dave Diehn Vice President – Area US Midwest ddiehn@parkplacetechnology.com +1 620-215-3425 Mobile |
| PA/NY | Southern New Jersey New York (upstate) Pennsylvania | Ray Miura Regional Service Manager rmiura@parkplacetechnology.com +1 646-530-1633 Mobile | Bejoy Mathew Vice President – Area US Northeast bmathew@parkplacetechnology.com +1 508-970-8752 Direct +1 704-957-2682 Mobile |
| Dallas | Dallas, TX | John Coutee Regional Service Manager jcoutee@parkplacetechnology.com +1 972-523-8927 Mobile | John Kolkmeier Vice President – Area US Southwest jkolkmeier@parkplacetechnology.com +1 832-428-4182 Mobile |

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Dennis Viducic
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dviducic@parkplacetechnology.com
+1 508-449-4953 Direct
+1 732-232-1740 Mobile

Nicola Buckley
Executive Vice President, Global Service Delivery
nbuckley@parkplacetechnology.com
+1 508-970-8733 Direct

UK & Ireland Escalation Process Contacts

| REGION | FIRST ESCALATION | SECOND ESCALATION |
|---|--|---|
|  | <p>Chris McConnell Regional Service Manager – Republic of Ireland, Northern Ireland, Scotland cmcconnell@parkplacetech.com +44 (0)7960 788489</p> <p>John Adams Regional Service Manager – England North jadams@parkplacetech.com +44 (0)7976 157316</p> <p>David Leith Regional Service Manager – England and Wales dleith@parkplacetech.com +44 (0)7900 927241</p> <p>Dave Allen Regional Service Manager – London dallen@parkplacetech.com +44 (0)7525 913367</p> | <p>John Adams Regional Service Manager jadams@parkplacetech.com +44 (0)7976 157316</p> <p>Chris McConnell Regional Service Manager cmcconnell@parkplacetech.com +44 07960 788489</p> <p>Dave Allen Regional Service Manager dallen@parkplacetech.com +44 (0)7525 913367</p> <p>David Leith Regional Service Manager dleith@parkplacetech.com +44 (0)7900 927241</p> |

If you don't feel that your issue is being resolved as quickly as needed, please contact the following:

Darren Booth
Director of Field Service Operations (EMEA)
dbooth@parkplacetech.com
+44 (0)7919 360 883

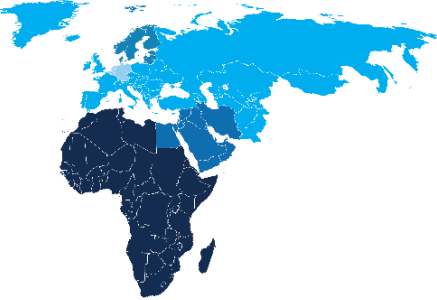
EMEA Managed Services Escalation Process Contacts

| REGION | FIRST ESCALATION | SECOND ESCALATION |
|---|--|---|
|  | <p>Support Centre Park Place Technologies Support Centre support@parkplacetech.com 800 069 8131</p> | <p>Adam Barlow Manager, Managed Services abarlow@parkplacetech.com +44 (0)7975 999 468</p> |

If you don't feel that your issue is being resolved as quickly as needed, please contact the following:

John Rooney
Vice President, Managed Services
jrooney@parkplacetech.com
+1 508-970-8735 Direct

EMEA Escalation Process Contacts

| REGION | FIRST ESCALATION | SECOND ESCALATION |
|--|---|---|
|  | <p>Arzhang Tura Regional Service Manager – Middle East atura@parkplacetech.com +971 52 774 8638 +971 55 679 7356</p> <p>Ilari Pietikainen Regional Service Manager – Nordic & Baltic Countries ipietikainen@parkplacetech.com +358 400 448185</p> <p>Sven Fichtner Area Operations Manager – Africa and Commonwealth of Independent States (CIS) sfichtner@parkplacetech.com +31 6 54 14 64 20</p> <p>Sven Fichtner Area Operations Manager – Europe (Except Benelux and Germany) sfichtner@parkplacetech.com +31 6 54 14 64 20</p> <p>Boris Mandic Regional Service Manager – Benelux and Germany bmandic@parkplacetech.com +31 62 2014 222</p> | <p>Sven Fichtner Area Operations Manager sfichtner@parkplacetech.com +31 6 54 14 64 20</p> <p>Boris Mandic Regional Service Manager bmandic@parkplacetech.com +31 6220 14222</p> <p>Ilari Pietikainen Regional Service Manager ipietikainen@parkplacetech.com +358 400 448185</p> <p>Boris Mandic Regional Service Manager bmandic@parkplacetech.com +31 6220 14222</p> <p>Sven Fichtner Area Operations Manager sfichtner@parkplacetech.com +31 6 54 14 64 20</p> |
| <p>If you don't feel that your issue is being resolved as quickly as needed, please contact the following:</p> <p>Darren Booth Director of Field Service Operations (EMEA) dbooth@parkplacetech.com +44 (0)7919 360 883</p> | | |

APAC Escalation Process Contacts

| REGION | FIRST ESCALATION | SECOND ESCALATION |
|---|--|--|
|  | <p>Dave Bernardo Regional Service Manager dbernardo@parkplacetech.com +63 917 834 4073</p> <p><i>Singapore & Philippines</i></p> | <p>Simon Tan Regional Service Director tsimon@parkplacetech.com +65 9793 3834</p> |
|  | <p>Jason Tan Regional Service Manager tchusoon@parkplacetech.com +6016 484 8948</p> <p><i>Malaysia, Thailand, Indonesia, Vietnam, Cambodia, Other South East Asia Countries</i></p> | <p>Simon Tan Regional Service Director tsimon@parkplacetech.com +65 9793 3834</p> |
|  | <p>Billy Lo Regional Service Manager blo@parkplacetech.com +852 9106 9329</p> <p><i>Hong Kong, China, Macau, Taiwan</i></p> | <p>Simon Tan Regional Service Director tsimon@parkplacetech.com +65 9793 3834</p> |
|  | <p>Hiroshi Ohara Regional Service Manager hohara@parkplacetech.com +81 90 4910 8583</p> <p>Yoshikazu Nakao Senior Regional Service Manager ynakao@parkplacetech.com +81 90 1201 3123</p> <p><i>Japan & South Korea</i></p> | <p>Simon Tan Regional Service Director tsimon@parkplacetech.com +65 9793 3834</p> |
|  | <p>Biju M Regional Service Manager bm@parkplacetech.com +91 95136 12286</p> <p><i>India, Bangladesh, Pakistan, Nepal, Other South Asian Countries</i></p> | <p>Simon Tan Regional Service Director tsimon@parkplacetech.com +65 9793 3834</p> |
|  | <p>Mahendaraj Eliyathamby Regional Service Manager emahen@parkplacetech.com +6012 540 3413</p> <p><i>Australia, New Zealand, Oceania Countries</i></p> | <p>Simon Tan Regional Service Director tsimon@parkplacetech.com +65 9793 3834</p> |

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nbuckley@parkplacetech.com
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Latin America & Canada Escalation Process Contacts

| REGION | FIRST ESCALATION | SECOND ESCALATION | THIRD ESCALATION |
|--|---|---|---|
|  | <p>Terri Moreau Regional Service Manager - Canada tmoreau@parkplacetech.ca 1 905-370-6119 Direct 1 905-975-0610 Mobile</p> | <p>Craig Metcalfe Vice President – Field Service Operations cmetcalfe@parkplacetech.ca 1 905-370-6115 Direct 1 905-466-7179 Mobile</p> | <p>Dennis Viducic Americas Field Service – Senior VP dviducic@parkplacetech.com 1 508-449-4953 Direct 1 732-232-1740 Mobile</p> |
|  | <p>Denis Vilchez Regional Service Manager – Mexico, Central America, Caribbean Islands dvilchez@parkplacetech.com +57 300 5177127 Mobile</p> | <p>Diego Mendes Operations Director – Latin America & Caribbean dmendes@parkplacetech.com +54 9 11 3068 0547 Mobile</p> | <p>Craig Metcalfe Vice President – Field Service Operations cmetcalfe@parkplacetech.ca 1 905-370-6115 Direct 1 905-466-7179 Mobile</p> |
|  | <p>Rafael Bessa Regional Service Manager – Brazil rbessa@parkplacetech.com +55 21 99557-1809 Mobile</p> | <p>Diego Mendes Operations Director – Latin America & Caribbean dmendes@parkplacetech.com +54 9 11 3068 0547 Mobile</p> | <p>Craig Metcalfe Vice President – Field Service Operations cmetcalfe@parkplacetech.ca 1 905-370-6115 Direct 1 905-466-7179 Mobile</p> |
|  | <p>Juan Pablo Mendes Regional Service Manager – South America jmendes@parkplacetech.com +54 9 11 2778 2179 Mobile</p> | <p>Diego Mendes Operations Director – Latin America & Caribbean dmendes@parkplacetech.com +54 9 11 3068 0547 Mobile</p> | <p>Craig Metcalfe Vice President – Field Service Operations cmetcalfe@parkplacetech.ca 1 905-370-6115 Direct 1 905-466-7179 Mobile</p> |

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nbuckley@parkplacetech.com
+1 508-970-8733 Direct

Contact Us

We appreciate your business and look forward to exceeding your expectations. Please do not hesitate to contact us at any time. Your account sales representative is available as your first point of contact for all account needs.

Client Experience Team

To contact a Client Experience Team member, please email:

ClientExperience@parkplacetech.com

Client Experience Manager: Steve Deniston at +1-800-591-6366

sdeniston@parkplacetech.com

Additional Resources

Your account sales representative is available as your first point of contact for all account needs.

To call Park Place Technologies:

US: 800-931-3366 | UK & I: +44 (0) 208 885 9900 | APAC: (+65) 8310 9664

For company news, updates and other industry news, please visit our website:

ParkPlaceTechnologies.com

For access to our customer portal, Central Park, contact your sales representative.

BundleIT™ To Make Life Easier and Save!

When you bundle your phone, TV, and internet – it saves you money and simplifies your life. Park Place can help you do the same with your IT maintenance needs!

Just put storage hardware under contract? Add servers when they reach end of service life. Are we only covering your Dell equipment? Add your Cisco hardware when the time comes. Or add ParkView Hardware Monitoring™ across your infrastructure.

Why deal with multiple OEMs or third-party partners when Park Place can do it all? You'll benefit from our exceptional service and 30-40% cost savings vs. the OEM.

Learn more at <https://www.parkplacetech.com/bundleit>

Also From Park Place Technologies



Proactively identifies hardware events, open tickets and triages the issue.

<https://www.parkplacetechnologies.com/parkview/hardware-monitoring/>



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. Our service delivered by our Enterprise Operations Center (EOC) streamlines network management processes by simplifying the management of hybrid environments, supporting new technologies and ensuring outstanding end-user experiences.

<https://www.parkplacetechnologies.com/parkview/network-management/>



Entuity Network Analytics automates network discovery and uses intuitive workflows that make it easy to see when something has gone wrong. Responsive dashboards allow you to take a high-level view to gauge your network health, or drill down to the component level to quickly and efficiently fix network problems.

<https://www.parkplacetechnologies.com/entuity-network-analytics/>



ParkView Discovery™ managed service delivers accurate and timely asset discovery on physical, virtual, edge and cloud assets across your infrastructure environment using our expert engineers, a lite collector VM and a mature CMDB. Our Enterprise Operations Center (EOC) delivers comprehensive reporting, tracks asset changes, and offers API integrations for your existing tools and services

<https://www.parkplacetechnologies.com/parkview/discovery/>



ParkView Server Management™ brings the tools and expertise to support your hybrid infrastructure; physical, virtual and cloud technologies.

Our service delivered by our Enterprise Operations Center (EOC), streamlines IT operations by simplifying the management of compute environments and provides you with incident management, patch management and remediation.

<https://www.parkplacetechnologies.com/parkview/server-management/>