



Your Data Center is on the Line.

So that's where we put our reputation.

FIRST-TIME FIX | NORTH AMERICA



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



FIRST-TIME FIX™ GUARANTEE



We'll fix your data center hardware right the first time or you get one month of support free.

At Park Place Technologies your Uptime is our No. 1 priority. It's why we:

- Built the world's largest team of field service engineers averaging 15+ years of OEM experience.
- Maintain an inventory of 1,150,000+ spare parts.
- Introduced ParkView Hardware Monitoring™ — A service that proactively monitors your data center hardware 24/7 and accurately triages any issues that arise.

We're so confident we'll get the fix right the first time, we guarantee it. Here's how it works:

- The guarantee covers all hardware monitored by ParkView and has an active Park Place Technologies maintenance agreement.
- If a return trip is needed to correct the same issue on the same device within 5 days, you will be credited for one month of maintenance and ParkView monitoring to that device.
- See full terms and conditions

Contact your Park Place Technologies sales representative to put the First-Time Fix™ to work for you.

TERMS & CONDITIONS

- Device must be supported with ParkView Hardware Monitoring™ and have an active Park Place Technologies maintenance contract to qualify.
- Credits for ParkView server clients will include both the one-month maintenance fee equivalent and one-month ParkView subscription fee equivalent.
- Credit applied to corresponding device only.
- When credits are due to a client whose contract is in the renewal process, the credit will not be issued until the client signs the renewal quote.

PRODUCT EXCLUSIONS

All Tape Storage Products, Dell EMC Avamar, Dell EMC Centera, SuperMicro Servers (white box), Dell EMC RecoverPoint, Dell EMC Vblock, HPE Proliant DL980G7.

DISCOVER | MONITOR | SUPPORT | OPTIMIZE



ParkPlaceTechnologies.com

Call 877.778.8707 to learn more