

IMAC Services



IMAC Services is designed to alleviate the high cost incurred by organizations when utilizing expensive IT staff members to perform routine tasks. The Park Place Technologies service provides businesses with highly trained and experienced technical resources globally to perform a variety of IT infrastructure related support tasks. Infrastructure engineers/technicians perform services such as:

- **Install** – New installation and verification of infrastructure devices into cabinets, racks or enclosures from shipping box to green light power
- **Move** – Gracefully power down equipment, physical de-install, and move from one cabinet/rack/enclosure to another location
- **Add** – Addition of components such as drives, memory, or modules to existing devices
- **Change** – Access consoles and make configuration changes to existing devices at the customer's direction
- **De-Install** – Equipment de-installation and disposition, including optional data destruction and recycling

Key Features:

- Global availability for IMAC services
- Provides cross-functional, multi-platform experienced engineer/technicians when and where needed
- With over 2,400 locations worldwide, Park Place Technologies engineers/technicians are always nearby ("Globally Local")
- Reduces the risk of inadvertent outages by only leveraging seasoned engineers/technicians
- Mature project coordination

Business Benefits:

- **Experience / Consistency / Low Risk:** By having seasoned Park Place Technologies engineers/technicians performing these tasks, businesses can expect consistent process standards and execution, while reducing the risk of inadvertent outages.
- **Highly Skilled Internal Resources Can Focus On Strategic Initiatives:** Many IT departments are simply forced to use their top talent for work that is more elementary. Having a highly skilled IT staff member install a storage array, drive to a colocation to reboot a server or exchange a few tapes, will not only take that employee away from the work they should be performing, but is also extremely uneconomical. Leveraging IMAC Service from Park Place Technologies ensures... expensive internal resources are performing their intended functions.
- **Respond to Elasticity of Skills Demand:** Removes need for temporary staffing. Can easily scale up or down in response to demand.
- **Reduces Costs:** Resources with the appropriate skill levels are engaged in response to work requirements.
- **Global Coverage:** Provide expert resources to global enterprises that may not have trained staff available at all locations.