

Global Multi-Vendor Support Services

Seamless integrated hardware support services

Viadex is pleased to jointly launch a partnership with Park Place Technologies to deliver a seamless end-to-end hardware service solution that integrates all facets of your IT hardware infrastructure, globally. Organisations are redesigning their IT strategies to help drive both business and digital transformation. The partnership with Park Place will help our clients to drive efficiencies across the entire IT infrastructure environment.

Regardless of the IT and technology lifecycle and transformation stage that your organisation is in, this service offering,

will provide you with a seamless, end-to-end integrated hardware service to suit your requirements and ensure Uptime across your global locations.

"Park Place plays a critical role in ensuring Uptime for their partners and their end-user customers, and they have and continue to be a trusted partner to Viadex for the global delivery of third party maintenance and support services for storage, server and networking hardware. With over 21,000 customers globally and nearly 40 office locations in EMEA, APAC, LATAM and North America, Park Place Technologies is ideally suited to provide a range of Hardware services and solutions services for our customer's data centre hardware infrastructure" says Chad Jones, Senior Director of Channel Sales for EMEA at Park Place.

Viadex can now provide our customers with extended hardware infrastructure services to discover, monitor and support your hardware remotely through automation. This enables us to manage, address and solve any faults on your hardware infrastructure before you know there is a problem!

WE PROVIDE:



Third Party Support and Maintenance Services



Hardware Monitoring



Hardware Discovery



Network Management



Server Management for Linux, VM and Windows



Viadex has been working with Park Place for over 3 years to deliver a range of proactive supports services to over 2,340 devices across 23 countries. This strategic partnership allows our current and future clients to deliver server management, IT asset discovery and network management to over 190 countries.

Brian Dunleavy (Commercial Director)

Overview



Hardware Maintenance with a First-Time Fix™ Guarantee

With flexible Service Level Agreements (SLAs), simple centralised billing and contract terms, we can provide you with data centre hardware support and maintenance services, globally. This includes hardware maintenance (storage, compute and networking hardware) for all Tier-1 OEMs.

In addition to data centre hardware support and maintenance services, Viadex can provide you with other associated

IT support services, including Post-Warranty Support and End of Service Life (EOSL) support services, which have been specifically created to enable you to keep your data centre hardware supported and maintained for as long as you wish to keep it, at a fraction of the cost provided by the OEMs.

Our hardware maintenance service is delivered with a First-Time Fix Guarantee – in the event of a fault, we'll fix it right the first time, guaranteed!

Additionally, with First Call, if you have hardware under support with an OEM warranty, we can monitor and contact the OEM on your behalf in the event of a fault – providing one less thing for you to worry about!

Viadex knows you need real-time access to your IT assets, and this is enabled through Central Park client portal, which allows you to keep track of every Viadex-contracted piece of equipment, every ticket process, and offers live chat support. It can also be mobile, with the PPTechMobile app.



IT Hardware Discovery

ParkView Discovery™ delivers accurate and timely asset discovery on physical (including peripherals), virtual and cloud assets across the IT infrastructure environment, using badged expert engineers, a lite collector VM and a mature CMDB.

We can deliver comprehensive reporting, track asset changes and offer API integrations for existing tools and services. Viadex clients can keep teams focused on the big picture and let ParkView Discovery™ complement the IT asset management process.



Server Management

Our Server Management hosted solution for server and storage monitoring at the software level includes Linux, Windows, and VM, and brings the tools and expertise to support your hybrid infrastructure; physical, virtual and cloud technologies. Our service streamlines IT operations by simplifying the management of computer environments and provides you with incident management, patch management and remediation.



Automate the Maintenance Process with Proactive Hardware Monitoring

Viadex can also now provide you with ParkView Hardware Monitoring™, the industry's only fully automated multi-vendor, multi-stack maintenance service, streamlining the hardware support process and helping data centres everywhere boost uptime. ParkView Hardware Monitoring™ proactively identifies hardware events, opens incidents tickets and triages the issue. Then, engineers are dispatched immediately to your data centre to resolve the issue, making the service process as efficient as possible.



Network Management

Easy-to-use enterprise management solutions are designed for IT organisations to maximise network performance, network capacity and service availability, while delivering exceptional performance, visibility and intelligence to manage networks in today's changing IT environment.

This service will streamline network management processes 24x7x365 and simplify the management of hybrid environments, supporting new technologies and ensuring outstanding end-user experiences by performing triage, converting monitoring alerts and providing tiered support.

Network Management can be delivered either on-prem or as a SaaS solution, using either ParkView Network Management™ or Entuity Software™, depending on the number of devices and the solution required.

Next steps?

For the first five companies we are offering a free 30-day proof of concept for Discovery™ asset discovery service, Entuity Software™ and ParkView Network Management™ to showcase this service and how it could assist your business.

[> Book now](#)