

Infrastructure Managed Services Optimised to YOUR Environment

PARK PLACE MANAGED SERVICES™

Trusting a partner with the monitoring and management of your networking, server, and storage environments comes with many benefits. A partner can help your team stay focused on key strategic initiatives, keep you compliant, fill skills gaps, and much more.

That said, you need a service provider you can count on when needs arise. One large enough to have the capabilities, expertise, and tools to get the job done—but agile enough give your business the time and attention it deserves.

That's where Park Place Managed Services™ comes in. We're backed by a follow-the-sun support team located in Enterprise Operations Centres (EOCs) across the globe and powered by our own monitoring tool, Entuity Software™. A combination that enables us to tailor our services specifically to your environment—making your team as productive as possible.

MANAGEMENT SUPPORT OFFERING



BASE

24/7 monitoring, incident identification, triage, and escalation (NOC)



PLUS

Incident resolution for managed devices and proactive management of patch levels



FULL

Comprehensive management and support of managed devices



SERVER



STORAGE



NETWORK



OPERATING SYSTEMS



HYPERVISORS

SECURITY FIRST

Secure-First Service Architecture
SOC II Type II Certification
ISO 27001



WHAT MAKES US DIFFERENT**ENTERPRISE OPERATIONS CENTRE**

- 7x24 multi-discipline team
- Centres of excellence in region
- Infrastructure Technology expertise

GOVERNANCE

- Hyper care process
- Ever-boarding
- Regular service review process

OUR OWN TOOLS

- Entuity Software™ provides monitoring and visualisation into your infrastructure
- Central Park brings together all the aspects of our service delivery in a common digital platform

SUPPORT TEMPLATES

- Built on 30 years of industry experience
- Designed to optimise infrastructure Uptime
- Configurable to meet customer needs

**USE CASES & BENEFITS**

	 SUPPORT Tiers	+	 PLUS	+	 FULL
	BASE NOC Monitor, Identify, Triage, Escalate		Remediation Fix and Patch		Full Management Run, Operate, Administer*, Execute
Use Cases	• 24x7 Monitoring • Performance & Utilisation Monitoring • Availability Monitoring • Network Path Monitoring • NetFlow Monitoring • Network Configuration Monitoring • Intelligent Incident Discovery & Notification • Triage & Fault Identification • Intelligent Escalation • Ticket Management • Third Party Incident Coordination		Base Use Cases + • Remediation • Storage • Server • Network • Third Party • Patch Management • Hot Fix • Minor Version Update • Security Update • Network Configuration Backup • Periodic Service Reviews		Base & Plus Use Cases + • Resolution of Tickets on Entitled Devices for • Service Requests • Change Requests • Change Management • Problem Management • Performance & Utilisation Optimisation • Major Version Upgrades
Value	• Benefit from 24/7 eyes on infrastructure (we're there when you can't be) • Reduce alert noise (only notified for actionable events) • Free time to focus on your strategic initiatives		• Lessen risks via compliance • Reduce MTTR (faster fixes) • Increase audit readiness		• Complement internal skills • Maximise Uptime • Stabilise budget (lessen impact of inflation, unexpected FTE costs)