

Nominee: Park Place Technologies ParkView

Nomination title: **ParkView**

Pro-Active Fault Detection – Park Place Exclusive Remote Service

ParkView™ (Powered by BMC TrueSight), is a revolutionary new remote service that proactively detects equipment hardware faults 24/7 across storage, server, and networking products that are maintained by Park Place Technologies. The related alerts are then securely transmitted to Park Place Technologies' technical operations, enabling more timely and accurate failure diagnosis, part identification, and necessary repair actions.

- **Proactive Fault Detection:** ParkView proactively identifies faults 24/7 without the need for customer action of any kind.
- **Faster Response and Resolution Times:** Once a fault is detected, ParkView instantly self-creates a ticket for immediate repairs.
- **Accurate Part Identification:** Each generated ticket includes machine type, asset serial number, part number and fault description.
- **Faster First-Time Fixes:** More informed alerts result in better-prepared responses and a greater percentage of first-time fixes.
- **Extremely Secure:** We set up security features based on each customer's individual security requirements, and we ensure that non-public data is never accessed or transmitted.
- **Non-disruptive:** Automated detection and ticket creation enables your IT staff to focus on other data center priorities.
- **Fully Supported:** ParkView supports all storage, server and networking equipment and all OEM vendors currently supported by Park Place Technologies.
- **Easy Implementation:** ParkView is packaged as a value-added service for supported storage systems and includes a consultative implementation with your IT staff.
- **Full Visibility:** Customers will have both online and mobile access to data center hardware status, events and inventories.

Why nominee should win

Features: "Smarter Date Center support"

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