

ParkView Maintenance

Delivered by Ultima, with Park Place Technologies

ParkView™ is a revolutionary new remote service that is both proactive and predictive, which can be fully integrated with Ultima maintenance plans, powered by BMC.

ParkView proactively identifies hardware faults 24x7 and significantly improves the speed and accuracy of problem resolution. If you're looking to maximise uptime, ParkView is a game changer with plenty of upside.

Benefits That Make A Difference

- **Proactive Fault Detection**
Proactively identifies faults 24x7 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**
Security features are set up based on your individual security requirements, ensuring non-public data is never accessed or transmitted.
- **Non-Disruptive**
Automated detection and ticket creation enables your IT staff to focus on other data centre priorities.
- **Fully Supported**
ParkView supports all storage and server equipment and all OEM vendors currently supported by Park Place Technologies.
- **Easily Implemented**
Packaged as a value-added service for supported storage systems and includes a consultative implementation with your IT staff.
- **Full Visibility**
Gain online and mobile access to your data centre hardware status, events and inventories.

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