



## Increase Your Value to Customers with Post-Warranty Maintenance Services

### Partner with the Leader — Park Place International

PPI is the leading provider of high quality, cost-effective, post-warranty maintenance services for datacenters across North America. By partnering with PPI, you can become even more valuable to your customers by offering these essential services. You'll be saving them money at the same time too. Plus, you'll be able to boost your own margins by 30%!

Whatever your business model, we've got a money-making partner program that's right for you and your customers.

**Want to manage your customers total end-to-end solution?** *Sell your own maintenance agreements. Then subcontract PPI for any additional labor, parts or technical support you need.*

**Want to, drive more revenue, but stay hands-on?** *Resell PPI's alternative maintenance agreements. Then manage the contract yourself.*

**Looking for new market opportunities?** *Resell PPI maintenance agreements. Let us manage the contract. It's a better deal for you, and your customers.*

**Maintenance not your core competency?** *Recommend PPI to your customers. Earn a referral fee. And save your customers money.*

### Enhance your value to your customers by:

- Cutting their IT maintenance costs.
- Extending the useful life of their production IT assets.
- Protecting them from high priced OEM post-warranty maintenance contracts.
- Giving them control of their technology refresh by reducing OEM sales pressure.

Partner with PPI for all the right reasons. Quality and value for your customers. Stronger customer relationships. More revenue for you. And a flexible partner program that fits with the way you do business.

## Post-warranty maintenance – what’s in it for you?

If the only post-warranty maintenance you offer your customers for consideration is OEM based, you’re overlooking an opportunity to build even stronger customer relationships. With PPI, you can offer your customers a cost-effective maintenance alternative that will both *save them money* and generate *considerably more revenue* for you. And if you’re *not* offering post-warranty maintenance today, we can help you open up *a whole new revenue stream* for your business.

## Experience, flexibility, quality, credibility, commitment

Park Place International has extensive experience in providing mission-critical maintenance services for multi-vendor data center environments. We offer flexible maintenance programs designed to extend the useful life of production IT assets at a significant cost savings over what’s typically offered by OEMs. We offer a full range of maintenance programs that can be customized to meet your customers’ needs.

- *Flex Service™* — mix and match 7x24 and 9x5 coverage to meet your customer’s specific needs and budget.
- Local spares program — fully tested and certified parts to expedite replacement of failed components.
- “Pro-active” monitoring technology, not just “Re-active” incident response.
- Single point of contact – and accountability – for hardware and software support.

- Our thorough and systematic implementation methodology ensures that every aspect of your customer’s service needs is identified and addressed.

## 6 good reasons to partner with Park Place International

### Broad Geographic Coverage

Park Place International can provide quality multi-vendor maintenance to your customers *across North America*. Today we support more than 800 customers and deliver services to more than *2500 sites* across North America.

### Multi-Vendor Support

We support a wide range of platforms including: IBM, EMC, Dell, HP/Compaq, Sun, and legacy systems like Data General and DEC.

### Highly Experienced Team

Our fully certified Field Engineering team members average *over 20 years* of field engineering experience.

### Deliver Savings

Our lifecycle management services include Assessment, Design, Integration, Implementation, Data Migration, Cutover and Support. Which means you can offer your customers a competitively priced solution that reduces the TCO for their IT investment, and extends the useful life of their hardware for maximum ROI.

### Enhanced Revenue Stream

PPI does not compete with you. We are a resource you control to deliver greater value to your customers. You can generate new revenue from existing customers with minimal investment and no need to shift resources. Protect your existing



## PPI Service Readiness Implementation Plan

### Phase 1

#### Discovery/Planning

- Communications
- Inventory Audit
- Inventory Update
- Configuration Audit
- Master Inventory list

### Phase 2

#### Implementation

- Roll-out process
- Logistics/Spares Planning
- Call Management
- Preventative Support
- Call Flow and Escalation set-up
- Training
- SOW/Billing process

accounts from third parties by offering your customers choice: both OEM post-warranty maintenance and Park Place International, a high-quality, cost-effective alternative. For new prospects, make post-warranty maintenance your entry into new accounts. No prospect can ignore the message *"I can save you significant money on your IT spend!"*

### **More Solid Customer Relationships**

By being consultative, and offering your customers a more complete multi-vendor solution set, with high quality services at significant cost savings, you reinforce your customers' perception of you as a valued resource – not just another IT vendor. As a partner and trusted advisor who understands their business, you'll be seen as an integral part of their IT asset lifecycle management process.

## **The right business partner for the way you do business**

We're deeply committed to our partners, and we'll work hard to build a strong, mutually beneficial relationship. Our flexible partner programs are designed to fit with your particular business model and services strategy while giving you the freedom to do business "your way."

If you're looking for new revenue opportunities in the post-warranty maintenance market, you can't do better than to partner with Park Place International. For further information about partnering opportunities, please contact:

**Channel Partner Team**  
**800.931.3366**

For more details about  
Park Place International,  
please tour our website:  
[www.parkplaceintl.com](http://www.parkplaceintl.com)



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### **Phase 3**

#### **Service Readiness**

- Service assurance
- Process validation
- Risk assessment
- Ready State (Go Live)

### **Phase 4**

#### **Steady State**

- Post-transition review
- Service performance
- Parts usage reporting
- Inventory update
- Transition complete

#### **Service Start**

