

## Nominee: Park Place Technologies

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### Nomination title: Park Place Technologies

Since 1991, Park Place Technologies (LLC) has provided an alternative to post-warranty storage, server and networking hardware maintenance for IT data centers. As the world's largest pure play post-warranty data center maintenance organization, Park Place supports more than 10,000 organizations in over 100 countries. Headquartered in Cleveland, Ohio, Park Place currently employs nearly 1,000 people, and maintains offices across the globe, including in San Diego, Denver, Boston, Toronto, London, Frankfurt and Singapore.

Park Place continues to see accelerated growth. This is achieved domestically and internationally through organic direct customer growth, rapidly growing channel relationships and continued targeted acquisitions. Park Place has an aggressive acquisition strategy. In 2016, it acquired Ardent Support Technologies, a pure-play, third-party maintainer headquartered in Dover, New Hampshire. Ardent focused as a storage specialist, with two-thirds of its revenue from EMC, HPE and NetApp support. Ardent provided Level 3 support on equipment that many other TPMs do not support, but still take on a contract and outsource to a provider such as Park Place. Examples of such equipment include EMC (VMAX, Isilon, DMX, Data Domain), HPE (3PAR, XP) IBM (XIV) and Hitachi (USP, USP/V, HUS, AMS).

Park Place's acquisitions also indicate a focus across Europe, the Middle East and Asia.

Park Place Technologies is a pure-play TPM, headquartered in Cleveland, Ohio. Park Place is privately held by Chicago-based investment firm GTCR. Park Place has approximately 873 employees and June trailing 12-month revenue of \$173 million. Park Place is a storage and server TPM, with the majority of its revenue from Dell EMC, HPE and IBM support. Most devices that Park Place currently supports are in North America; however, the firm has established direct operations in Europe and Asia/Pacific to both strengthen support for U.S. customers with devices outside of North America and drive organic growth globally.

### Why nominee should win

Massive investment in UK, Ireland and APAC region

Innovation with revolutionary proactive service Parkview

8 consecutive Best Workplace awards

Industry recognition from Fortune, Inc., SmartBusiness

Industry recognized customer service leader