



Park Place Technologies Offers Customers Proactive, Differentiated Services with TrueSight AIOps

“ Our customers’ environments continue to grow more complex and generate more operational data. The TrueSight AIOps platform eliminates noise and enables automated detection of the probable cause of issues. ”

Paul Mercina, Director of Product Management, Park Place Technologies



97%

first-time fix rate



from 8 to 2

fewer interactions needed to close tickets



31%

reduced mean time to repair issues

Company Overview

Park Place Technologies is the global leader in automated hardware support solutions for IT infrastructures including server, storage, and networking. By delivering exceptional service and value, the company has grown rapidly and achieved massive scale, supporting more than 16,000 customers and more than 55,000 data centers across over 140 countries.

Business Goals

Historically, the team at Park Place operated in a largely reactive fashion, helping troubleshoot and remediate issues after customers reported a problem. To enhance the value it offered customers and grow the business, the team at Park Place was looking to manage customer environments more proactively.

The Challenges

The operations team at Park Place has been tasked with supporting massive growth. For several years, the company has been rapidly expanding into new accounts and serving growing customer implementations. Further, complexity has increased. The team is currently responsible for monitoring almost 500,000 assets, including a very diverse set of technologies as well as cloud services, edge computing environments, and more.

The Solution: An AIOps platform enabled by TrueSight Operations Management

Given the scale of their operations, staff members had to sift through massive volumes of operational data. As the customer base and implementations continued to grow, trying to have staff manually ingest, process, and analyze these volumes of data wasn't going to be practical moving forward.

After an extensive search of the options available, the team at Park Place chose BMC's TrueSight AIOps platform enabled by TrueSight Operations Management as the foundation for ParkView™, Park Place's managed services "monitoring-as-a-service" solution. The combination of TrueSight AIOps capabilities and ParkView delivers many advantages:

- **Broad coverage of customer environments:** TrueSight Operations Management offers comprehensive monitoring coverage of customers' complex environments, and it aggregates and normalizes all the operational data generated.
- **Timely, actionable intelligence:** Now, when issues arise, Park Place operators immediately get the complete details they need, so they can more quickly, effectively, and efficiently to identify and resolve issues.
- **Artificial intelligence-powered probable cause analysis:** TrueSight Operations Management features artificial intelligence and machine learning that help reduce noise and automatically identify the probable cause of issues.
- **Automation:** TrueSight Operations Management has helped the team at Park Place automate the entire incident management process, including up-front data collection, analysis, automated remediation, and ticket generation.

Benefits

By harnessing the TrueSight AIOps platform, Park Place has realized a broad range of benefits:

- **Proactive management:** TrueSight Operations Management has enabled the team to move from being solely reactive to being much more proactive, and begin to start predicting and preempting potential issues.
- **Improved customer uptime:** Now, when issues arise, they're resolved faster. The team has improved its average time to repair issues by 31 percent, which means customers experience higher uptime and better service levels.
- **Improved services:** Park Place customers now enjoy enhanced services and convenience. They don't have to spend a lot of time helping technicians gather information and do troubleshooting, and in some cases don't even have to open a ticket at all.
- **Better cost and operational efficiency:** The team reduced the average number of customer interactions per incident from eight to two and reduced the number of onsite visits required by eight percent. They also raised their first-time fix rate from 85 to 97 percent.
- **Enhanced competitive differentiation.** Park Place is the first vendor in its segment to offer these proactive, high-value services, meaning the company can boost customer satisfaction and loyalty, and go to market with highly differentiated offerings.



“ This type of solution is absolutely required as we seek to continue to optimize our services and future-proof our rapidly growing customer base. Without the TrueSight AIOps platform, we would not have been able to get where we needed to be. ”

Paul Mercina, Director of Product Management, Park Place Technologies

Learn More About the TrueSight AIOps Platform

 [Visit the TrueSight AIOps webpage](#)