

Park Place Technologies Named a Representative Vendor in the Gartner® Market Guide for Microsoft Product Support Services

CLEVELAND, Ohio – October 27, 2026 –Park Place Technologies has been named as a Representative Vendor in the recently published *Gartner Market Guide for Microsoft Product Support Services*. The leading global IT infrastructure services firm is one of 16 providers included in the report, which is designed to help sourcing, procurement, and vendor management (SPVM) leaders evaluate alternatives.

“Unified Enterprise Support is priced as a percentage of what a customer spends with Microsoft, so the bill keeps climbing as organizations add Azure, Copilot, and higher-tier M365 bundles,” said John Stock, Chief Commercial Officer of Park Place Technologies. “Our customers consistently tell us they want two things: predictable annual costs and rapid access to experienced engineers who can quickly diagnose and remediate issues. We built our practice around delivering both, helping organizations resolve problems faster and minimize business disruption.”

Park Place's Microsoft Support Offering

Park Place's reactive Microsoft support is sold as an annual fixed-fee subscription. It includes unlimited break-fix incidents, advisory guidance tied to resolving those incidents, and an assigned Technical Account Manager. Senior engineers resolve most cases directly, without involving Microsoft. When an issue needs Microsoft's direct involvement, such as a product bug, a service outage, or an official fix or patch, Park Place escalates the case to Microsoft at no extra cost and manages it until the case is closed.

Proactive services and projects, designated and enhanced engineering, and other consulting services are purchased on a consumption basis and cover most of what Microsoft Unified Enterprise Support offers. Customers can bundle these with the reactive subscription, so one provider handles everything and customers receive the same visibility across their whole environment.

Coverage spans the entire Microsoft software stack across on-premises, cloud, and hybrid environments, including Microsoft Azure, Microsoft 365, Dynamics 365, Windows Server, SQL Server, Exchange, .NET, Copilot, Power Platform, Intune, SCCM, and security and compliance products. Support is available 24/7/365 under formal service-level agreements across North America; Latin America; Europe, the Middle East, and Africa (EMEA); and the Asia-Pacific region (APAC). Government and regulated cloud environments can be supported depending on the customer's requirements. Prospective customers can try the service through a proof-of-concept that lasts 30 days or three support incidents, whichever comes first.

Multivendor Support

The *Gartner Market Guide* notes that third-party support providers typically offer other value-added services, such as support for products from other vendors. As a result, customers can simplify operations by consolidating on a single provider for multivendor support.

The company also provides hardware maintenance for enterprise systems from Dell Technologies, HPE, IBM, Cisco, NetApp, Hitachi Vantara, Lenovo, and Pure Storage, among others.

“Most of the organizations we talk to run Microsoft alongside four or five other vendors, and they are tired of managing a separate contract and separate escalation path for each one,” said Stock. “Consolidating that is often worth as much to them as the savings.”

Following the completion of its merger with Service Express in January 2026, Park Place Technologies serves more than 25,000 organizations in 180 countries, including half of the Fortune 500.

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About Park Place Technologies

Park Place Technologies is a leading global IT infrastructure services firm with \$1.2 billion in annual revenue and 3,000+ employees. We help 25,000+ organizations in 180 countries—including half the Fortune 500—fuel innovation and accelerate AI transformation by dramatically reducing time and money spent on IT infrastructure management, while boosting performance and uptime.

Powered by the world's largest on-the-ground engineering team, a robust group of advanced engineers, and our global Enterprise Operations Centers, Park Place delivers significant cost savings on hardware maintenance, software technical support, hardware procurement, IT professional services, data center liquid cooling, and IT infrastructure monitoring. We also streamline IT infrastructure management, freeing internal teams from day-to-day tasks and enabling them to focus on strategic initiatives—including AI acceleration.

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