

# Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

## ORACLE® Support

Investing in Oracle Support fuels your business innovation and provides you with important support and security updates for your Oracle products. Businesses around the world continue to rely on Oracle as their trusted support provider of outstanding protection for vital business interests.

### Trusted

- Oracle's solid business reputation is built on more than 39 years of providing award-winning service to customers globally to help ensure their technology investments are effective, efficient, risk-resistant, and competitive.
- Oracle helps to protect your Oracle investment including rigorously tested updates, innovative upgrades, and security patches.
- More than 420,000 customers choose Oracle, and rely on Oracle Support, to protect their technology investment.

### Secure

- Security patching is essential and is standard operating practice—Oracle has the tools, owns the source code, and has the ability to develop security updates.
- Regression testing across the full stack at the core application/database code level.

### Comprehensive

- Leverage consistent, ongoing, unparalleled innovation.
- Rely on Oracle to deliver integrated support and product updates with a single point of accountability.

### Integrated Support. Incredible Results.

Oracle's integrated, end-to-end hospitality and retail solutions are designed to optimize and streamline workflows and improve customer service—helping quick service restaurants, multi-lane establishments, restricted access facilities, and companies in remote locations—accelerate innovation, and delight customers with open and integrated solutions. You can depend on Oracle's essential technical assistance and comprehensive global support services to get the most out of your Oracle retail and hospitality hardware and achieve your business objectives.

With Oracle, you receive unparalleled expert support, when you need it, on a global scale. Oracle Advanced Parts Exchange for Retail and Hospitality Hardware helps ensure continuity of service, while helping control and manage annual maintenance costs by providing:

**System coverage.** Rather than dealing with multiple vendors and receiving disjointed support for retail and hospitality hardware, you can access one comprehensive support solution. Oracle Advanced Parts Exchange for Retail and Hospitality Hardware Support includes support coverage for Oracle sold point of sale products including workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solution products—all from a single source.

**Access to service request assistance 24/7.** Your staff has immediate access to assistance and the ability to log service requests 24 hours a day, 7 days a week, including holidays. Additionally, non-technical customer service is available during normal business hours. We provide fast answers and proven solutions based on our experience supporting more than 330,000 customer sites around the world. You can rest assured our retail and hospitality hardware experts are there when you need them.

**Rapid-response support.** When you require hardware assistance, we are ready to respond. Our highly trained technicians leverage their experience and vast knowledgebase to quickly troubleshoot and send the required hardware parts needed to get your business back on track quickly and effectively.

## SUPPORT FOR ORACLE RETAIL AND HOSPITALITY HARDWARE

### FEATURES

- 24/7 technical support from Oracle's hardware experts
- 5 minute phone response and assistance with service requests 24 hours per day, 7 days a week—including holidays
- Advanced parts exchange with Next business day delivery of parts
- Access to web-based customer support systems

### BENEFITS

- Maintain system performance and availability through rapid issue resolution
- Help ensure continuity of service and assist with control and management of annual maintenance costs
- Gain operational efficiency and IT productivity by leveraging Oracle's scale and core competencies

For additional information please visit the Oracle Hardware and Systems Support Policies, found here: <http://www.oracle.com/us/support/library/hardware-systems-support-policies-069182.pdf>

Reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below:





Severity Level	Response Time Goal	Update or Resolution
Severity 1	5 minutes	1 hour
Severity 2	2 hours	6 hours
Severity 3	8 hours	24 hours
Severity 4	24 hours	48 hours



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### Integrated Cloud Applications & Platform Services

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