

Oracle Priority Support for Hotel, Food, and Beverage

Are you seeking the highest levels of availability and performance for your Hotel, Food, and Beverage applications in Oracle Cloud or on premises? Oracle Advanced Customer Services' targeted offering is the answer. Get your incidents and Service Requests placed at the top of the queue for faster resolution, and prevent risk with proactive guidance by Advanced Customer Services engineers.

TARGETED SUPPORT OFFERING FOR FRANCHISERS AND FRANCHISEES

A common characteristic of the hospitality industry is the structure of franchisers, licensing their brand, infrastructure, and business model to franchisees. Oracle Advanced Customer Services has designed a tailored service offering for this business relationship which entitles the franchiser and franchisee to leverage the service components they need for their respective requirements.

Oracle Priority Support for Hotel, Food, and Beverage provides the highest levels of availability and performance of Oracle Hotel, Food, and Beverage applications.

	Service Component	Features	Benefits
Franchisee	Prioritized issue resolution	<ul style="list-style-type: none"> Severity 1 Service Request response within 5 minutes Prioritization of Severity 1 Service Requests in the Support queue. Time-based escalations to the assigned Technical Account Manager 	<ul style="list-style-type: none"> Fast resolution time SLA-based response times
Franchiser	Technical Account Manager	<ul style="list-style-type: none"> Assigned remote resource Single point of contact for escalation management and service governance Proactive support reviews Service Request reviews 	<ul style="list-style-type: none"> Personal support and guidance Fast response Reduced resolution time
	Customer portal	<ul style="list-style-type: none"> Personalized portal Single source of support information Resolution matrix 	<ul style="list-style-type: none"> Easy access to tailored information Single source for up-to-date support information User friendly portal
	Guidance sessions	<ul style="list-style-type: none"> Targeted sessions 	<ul style="list-style-type: none"> Skills enhancements Better understanding of technology and functionality

Key Features

- Priority Service Request response
- Personalized guidance from a dedicated Oracle Technical Account Manager
- User friendly portal
- Guidance sessions

Key Business Benefits

- Highest levels of availability and performance of your business-critical Hotel Food and Beverage applications in the Oracle Cloud or on premises
- Business continuity through proactive risk detection and prevention before issues can occur
- Faster issue resolution
- Preferred access to Oracle knowledge
- SaaS and on-premises application reliably delivering the outstanding services you need for your business success

Supported products

- Oracle Hotel, Food, and Beverage applications (on premises or cloud)

BENEFIT FROM OUR EXPERIENCE

With Oracle Priority Support for Hotel, Food, and Beverage, you will receive unique personal support in addition to Oracle Premier Support for Hospitality, to give your most critical cloud or on-premises environments the attention they need to deliver the value your business expects. Receive tailored guidance, benefit from faster incident resolution, and gain preferred access to Oracle product knowledge. Keep your applications running predictably, minimize disruption, and deliver a competitive advantage to your business.

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Integrated Cloud Applications & Platform Services

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