

Oracle Premier Support for Oracle MICROS Hardware

Investing in Oracle Support helps to fuel your business innovation and provide 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.

Integrated Support. Incredible Results.

We design integrated, end-to-end hospitality and retail solutions that help optimize and streamline workflows and improve customer service—helping you accelerate innovation, transform your business, and delight your customers with complete, open, and integrated solutions. You can depend on our essential technical assistance and comprehensive global support services to help get the most out of your Oracle MICROS hardware and achieve your business objectives

With Oracle, you receive unparalleled expert support, when you need it, on a global scale. Oracle Premier Support for Oracle MICROS hardware helps ensure continuity of service, while helping you control and manage annual maintenance costs by providing:

Complete system coverage. Rather than dealing with multiple vendors and receiving disjointed support for Oracle MICROS hardware, you can access one comprehensive support solution. Oracle Premier Support for Oracle MICROS hardware includes support coverage for point of sale products purchased from Oracle, 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 430,000 customer sites around the world. You can rest assured Oracle's MICROS hardware experts are there when you need them.

Rapid-response support. When you require hardware assistance, we are ready to respond onsite (availability may vary by country). Our highly trained technicians leverage their experience and vast knowledgebase to quickly troubleshoot and resolve issues to get your business back on track quickly and effectively.

Trusted

- Oracle's solid business reputation is built on more than 40 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 430,000 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.

For additional information and details, 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

SUPPORT FOR ORACLE MICROS HARDWARE

FEATURES

- 24/7 technical support from Oracle's hardware experts
- Service request assistance 24 hours per day, 7 days a week—including holidays
- 5-minute phone response
- Onsite hardware support (availability may vary by country)
- Access to web-based customer support systems

BENEFITS

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

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