



Dear Customers & Partners:

As part of our continuous effort to provide you with the best possible service, Oracle is pleased to announce plans to launch a new customer support portal for Hospitality and Food & Beverage customers.

The new portal will provide improved service management capabilities:

- **Simplify** – a single portal accessible on all devices and guided case logging
- **Personalize** – cloud status alerts
- **Omni-channel** – telephone, chat, chatbots, web, email embedded in the application
- **Self-Service Capabilities** – chatbot, community, search, and knowledge suggestions

### What to expect?

Until further notice, please continue using My Oracle Support (MOS) to engage with our Hospitality and Food & Beverage Support teams. This is an exciting change. As we progress towards the launch of our new portal, we will share updates with you on progress, training, and all change requirements.

Thank you for your continued support and partnership!

Regards,

Adriana Torres

SVP, Global Support Shared Services