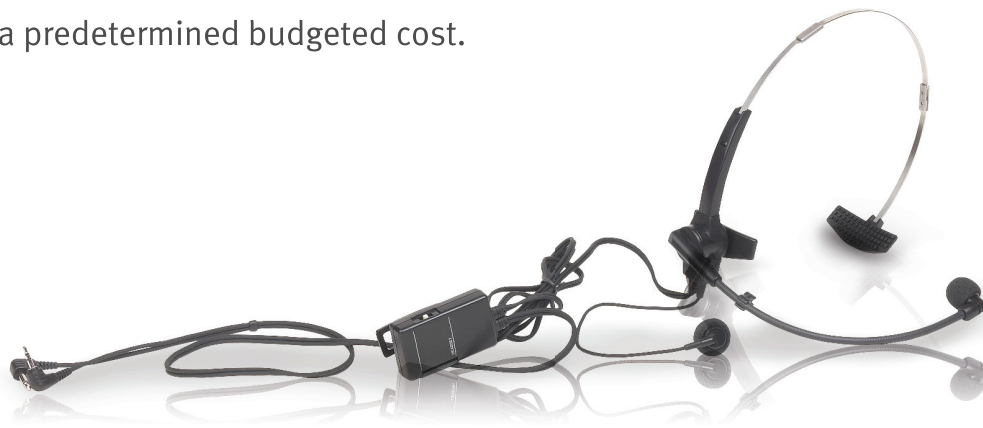


# MICROS SUPPORT

Protecting Your POS Investment and Preserving Your Peace of Mind

MICROS hardware, point of-sale (POS) software, back office, and above-property applications provide the primary components to your POS solution. However there is another integral piece which completes your total solution, **MICROS Support Services**. Although MICROS's products are highly reliable, a Maintenance Service Agreement (MSA) is essential for ongoing technical support and to maximize the performance of your system at a predetermined budgeted cost.

Obtaining a service plan for your POS solution is a sound investment because it not only preserves your hardware and software, it offers long-term peace of mind.



**micros**<sup>®</sup>

When you purchase a MICROS POS system, a **one-year hardware warranty is included with the purchase.** Additional software support services are available including 7x24x365 Application Help Desk, Credit Card Support (Credit Authorization Electronic Draft Capture or CA/EDC), SEL (Software Enhancement License), and Software Recovery. MICROS's on-site hardware warranty is unparalleled in the POS market as first-year warranty with competitive systems typically encompasses no more than 90 days. The SEL program entitles your property to software modifications and updates at no cost for the licensing fee. Under the software recovery program, a local MICROS Service Agent assists you with the recovery and reloading of your MICROS POS system, from backup, should the

back office server need repair. MICROS offers various on-site and depot hardware service plans for post-warranty support to suit your distinctive POS needs. The hardware and software support plans offer a means to know your annual maintenance costs in advance, while maintaining reliable support. Upon initiation of the support plan, you are assigned a Service Agent who provides the parts to address your issue and attempts to resolve the issue within four hours of arriving on-site. In addition, all service calls are placed at a central location to be centrally dispatched and monitored by a Customer Care Manager, with call reporting in place to show performance compared to Service Level Agreements (SLA Goals).

### Support Service Level Goals:

METRIC	INDUSTRY AVG.*	MICROS/Fidelio
Average Speed-of-Answer	1:30 (50% <60 sec.)	<1:00
Front Line Resolution	55%	>60%
% Resolved within SLA	55%	>85%
Abandon Rate	5.50%	<5%
% Cases Reopened	5%	<5%

\*Source: Support Technologies Inc. & Gartner

### Support Service Level Performance:

METRIC	INDUSTRY AVG.*	MICROS/Fidelio
Average Speed-of-Answer	1:30 (50% ,60 sec.)	:54 (88% < 60 sec.)
Front Line Resolution	55%	62%
% Resolved within SLA	55%	88.4%
Abandon Rate	5.50%	4.1%
% Cases Reopened	5%	3%

\*Source: Support Technologies Inc. & Gartner

### MICROS Sampling of Maximum On-Site Response Time Guidelines By Call Priority Levels and Service Zones

(Applicable only for sites under Warranty or covered by MSA – “non covered” sites have no stated response time goals)

	Zone 1 Response Hours	Zone 2 Response Hours	Zone 3 Response Hours	Zone 4-8 Response Hours
Priority Level 1	3	4	6	best effort
Priority Level 2	4	6	8	best effort
Priority Level 3	8	12	16	best effort
Priority Level 4	12	16	24	best effort

### Service Zones Definitions:

Service Zones	Covered location within (x) miles of Service Contractor location
Service Zone 1:	0-30
Service Zone 2:	31-75
Service Zone 3:	76-125
Service Zone 4:	126-175
Service Zone 5:	176-225
Service Zone 6:	226-275
Service Zone 7:	276-325
Service Zone 8:	326-375

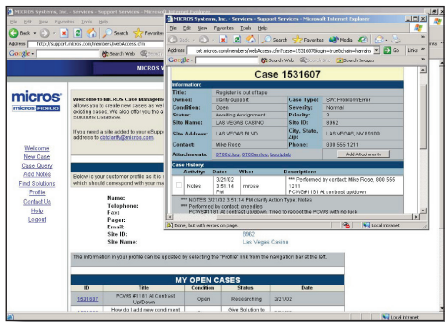
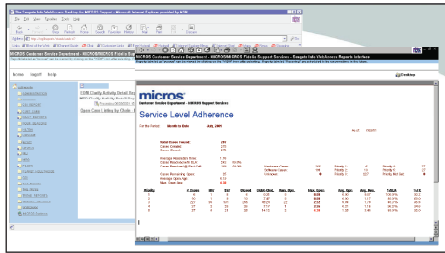
*Electing to forgo a maintenance program could leave you vulnerable to downtime and variable pricing. Sites designated as “covered” under the MSA plan receive priority treatment over “non-covered” sites, which are sometimes referred to as Time and Materials (T&M) and only serviced on a “best efforts” basis. Without a MSA plan, the Servicing Agent is less likely to have parts to address your issues and non-covered sites do not typically receive the same level of responsiveness because there are no specific response times and resolution goals established.*



# Integrated Solutions

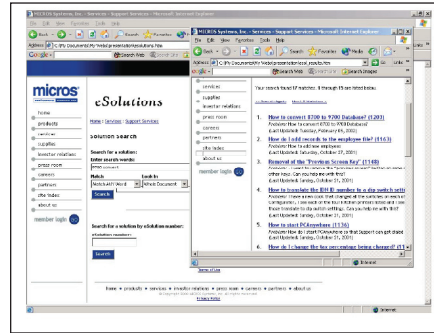
## Automated eReports

- Comprehensive service level reporting
- Automated delivery via email
- Flexible delivery schedule (daily, weekly, monthly)
- Multiple formats (HTML, Word, Excel, RTF)



## Web-Based eSolutions

- Available to MICROS/Fidelio support customers
- Empowers customers to diagnose and resolve their own issues
- Simple to operate and no training required
- Contains solutions for all supported products
- Continually updated by product specialists
- One of the most visited areas of the MICROS web site



## Web-Based Customer CRM Access

- Provides an Internet-based self-service application that allows customers to create new support cases or review their property's case history
- Retrieve forgotten passwords
- Update user profiles, including name, telephone number, e-mail address, and password
- Convert date/time stamps in case notes to the customer's time zone
- Provide more case query options

# Additional MICROS Support Options

## ■ Incident-Based Help Desk Support Contract Pre-Purchased in Blocks of Support Cases

- This program provides 24 x 7 Help Desk assistance with all supported products based on a pre-purchased number of support requests (Case Pack). Case Packs are available in increments of 5, 10, 20, and 50. Each time a support request is made to the MICROS Help Desk, one unit is subtracted from the Case Pack. Case Packs are renewable at any time and may be purchased to cover a single site or multiple sites.

- Level 2 Incident-Based Support Contract - MICROS offers Level 2 Incident Packs for customers with a help desk operation that fields the initial call from the end-user. The customer's help desk creates the Level 2 case with the MICROS Help Desk.

## ■ Advanced Support for Customers with Their Own Help Desk

- For customers who maintain their own help desk and wish to utilize the MICROS Help Desk for additional support, MICROS provides a discounted support program that offers this type of coverage.

## ■ Credit Authorization Electronic Draft Capture Application Support

- CA/EDC Telephone Support includes support issues related to the CA/EDC module of MICROS applications or products and is available to all authorized MICROS CA/EDC customers 24 hours per day, 7 days per week via the MICROS Help Desk.

## ■ Hardware Support, Dispatching, and Maintenance

- MICROS offers on-site and depot hardware maintenance plans, each plan including the parts and labor associated with maintaining the "covered products" in good working order during the contracted hours/days of coverage. Each Hardware Maintenance Plan includes Central Dispatch Services from the MICROS Help Desk.

Contact us to obtain further information about MICROS's full portfolio of Support Services.



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