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# EAME Support Services User's Guide

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## 1 GENERAL INFORMATION

**WELCOME TO THE MICROS-FIDELIO EAME SUPPORT SERVICES USER'S GUIDE.** THIS DOCUMENT DESCRIBES THE SUPPORT SERVICES YOU HAVE PURCHASED FROM MICROS-FIDELIO AND EXPLAINS HOW TO BEST UTILIZE THEM. SERVICE LEVEL GUIDELINES, ESCALATION PROCEDURES, AND THE GENERAL PROCESSES USED WITHIN THE MICROS-FIDELIO SUPPORT CENTER ARE ALSO DESCRIBED.

### 1.1 OUR COMMITMENT TO SUPPORT

At Micros-Fidelio, we understand the demands and pressures of the hospitality industry and we know that your success depends on how effectively you can put our products to work. Sharing information, being responsive as well as accessible, and working through problems and solutions together are a part of our commitment to providing you with an effective, comprehensive support program.

### 1.2 SUPPORT CENTER MISSION STATEMENT

To provide reliable, competitive support and on-site service throughout the entire EAME Region.

### 1.3 HELP DESK SUPPORT

Micros-Fidelio provides support coverage via the relevant local Micros-Fidelio Office, or authorized Distributor and as well through the Micros-Fidelio WebSupport / Case Management interface ([www.micros.com](http://www.micros.com)). The Micros-Fidelio and authorized Distributor Support Center is made up of industry and product specialists. Each Support Analyst understands the hospitality business and has either come directly from within, or has received extensive training specific to the hospitality industry. This ensures that not only will you be speaking with someone who understands the product you are using when calling the Support Center, but also someone who understands the details of your business - someone who understands the impact some problems can have and the urgency in getting those problems resolved.

### 1.4 DEFINITIONS

Clarify: The CRM (Customer Relationship Management) system used by the Micros-Fidelio Support Centers that manages all aspects customer interaction, allowing users to create cases, set priorities, route cases, verify contracts, review case histories, manage configurations, and track case-related costs. Micros-Fidelio is in the process of rolling out Case Management to our authorized Distributors.

Clarify Case: A "case" is the central task of the Clarify application. A case constitutes a complete and formal record of a customer request, and the customer support organization's response in resolving the problem.



Clarify Case Management or WebSupport – The web based interface available to customers and service partners which allows the creation, update, tracking and closure of Clarify cases via the World Wide Web.

Level 1/First Line Support: Assistance provided by a Customer Support Analyst or Sr. Customer Support Analyst. The analyst will document the support request, gather pertinent information, attempt first call resolution and escalate the request, if necessary, to a Second Level Support Analyst.

Level 2/Second Line Support: Assistance initially provided by an Application Support Specialist or Product Support Specialist and escalating respectively through a Sr. Product Support Specialist, System Support Specialist, or Technical Support Specialist.

Level 3/Third Line Support: Assistance provided by highly specialized product support analysts that have direct access to development. Issues that are beyond the scope of the help desk, or found to be related to software defects are normally escalated to this group.

Help Desk Response Time: The time that it takes the Support Center to contact the customer to provide initial contact on a case.

Resolution Time: The time it takes to resolve an issue. Expected resolution time is different for each situation or issue and cannot be determined until the appropriate support professional has evaluated the problem and is able to determine the appropriate priority assignment.

Property Expert: A Micros-Fidelio trained customer employee designated by the customer to handle basic programming and administration tasks as they relate to the Micros or Micros-Fidelio product. The Property Expert acts as the primary contact for issues reported to the Micros-Fidelio or authorized Distributor Support Center.



## 2 SUPPORT CENTER PROCEDURES

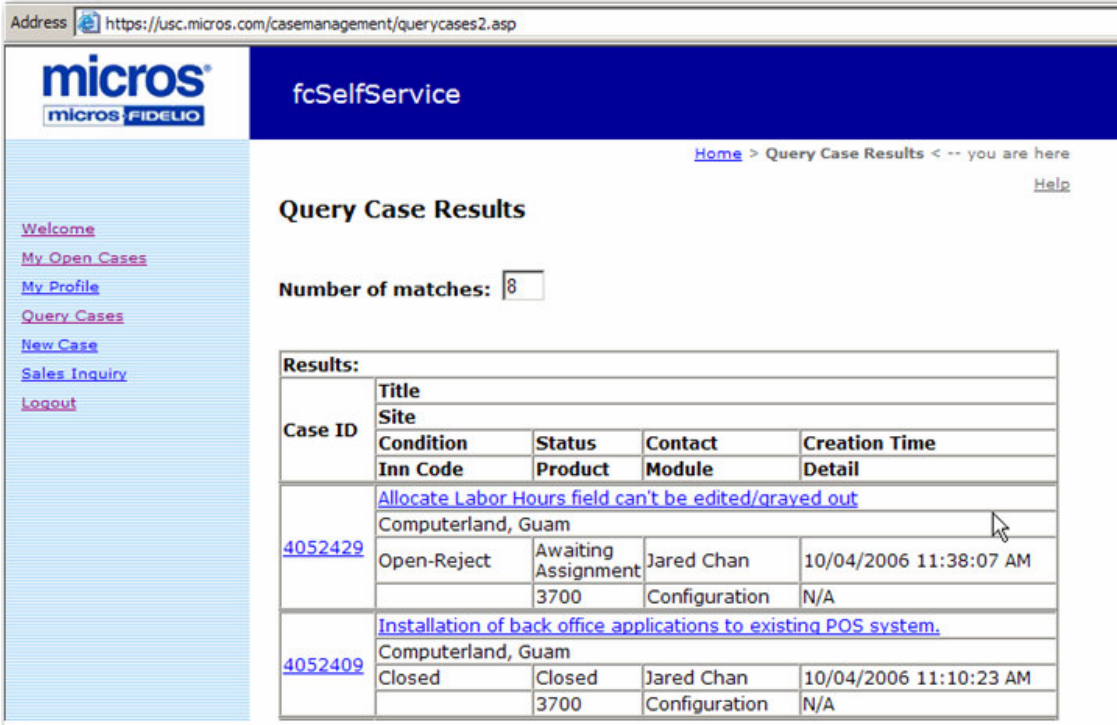
**THE PROCESSES** AND PROCEDURES USED IN THE MICROS-FIDELIO OR AUTHORISED DISTRIBUTOR SUPPORT CENTER HELP TO ENSURE THAT EACH SUPPORT REQUEST IS HANDLED IN THE MOST EFFICIENT, THOROUGH, AND PROFESSIONAL MANNER POSSIBLE, ALL THE WHILE PROVIDING HIGH LEVELS OF CUSTOMER SATISFACTION.

### 2.1 TELEPHONE SUPPORT

Micros-Fidelio (or authorized Distributor) provides high quality support via our relevant local service-numbers to help you make the best use of your investment in Micros/ Micros-Fidelio hardware and software products. In our EAME Regional Support Centre, Support via telephone is handled using state-of-the-art call routing technology and our own call tracking system, Clarify, to provide maximum operating efficiency and the highest level of customer satisfaction.

### 2.2 WEB BASED SUPPORT

Support cases may be created using the Clarify Self-Service module on the MICROS Corporate web site.



Address <https://usc.micros.com/casemanagement/querycases2.asp>

**micros**  
micros FIDELIO

fcSelfService

[Home](#) > [Query Case Results](#) < -- you are here [Help](#)

### Query Case Results

Number of matches:

**Results:**

Case ID	Title			
	Condition	Status	Contact	Creation Time
	Inn Code	Product	Module	Detail
	<a href="#">Allocate Labor Hours field can't be edited/graved out</a>			
	Computerland, Guam			
<a href="#">4052429</a>	Open-Reject	Awaiting Assignment	Jared Chan	10/04/2006 11:38:07 AM
		3700	Configuration	N/A
	<a href="#">Installation of back office applications to existing POS system.</a>			
	Computerland, Guam			
<a href="#">4052409</a>	Closed	Closed	Jared Chan	10/04/2006 11:10:23 AM
		3700	Configuration	N/A

**Note: Critical or high priority issues should always be phoned into the relevant Support Center.** Only non-critical requests should be made through Web Support. The WWW can sometimes be unreliable and the Support Center has no control over the timely delivery of requests.

For more information on access to the Clarify Self-Service module, please ask your Account Manager or Sales Executive for a copy of the Micros-Fidelio Case Self-Service User's Guide or visit the Self-Service web page at <http://usc.micros.com/casemanagement>

### 2.3 WHO CAN CALL?

Anyone from a covered customer site may place a call to the Micros-Fidelio or authorized Distributor Support Center to request support. However, it is recommended that one or more Property Experts be identified as needed at each site that will act as a Primary Contact. Each support site has designated *Primary Contact(s)* linked to each customer site record in our call tracking database. Primary Contacts are usually more senior staff who are knowledgeable about the installed Micros or Micros-Fidelio software and/or hardware and how it is used in the customer specific environment.

If you need to change the name of a designated contact, please notify us immediately to ensure that we maintain accurate and complete contact information for your site(s). The Customer Support Centers can be contacted to request an update to your site information. Please be prepared to provide the following details:

- Customer Number
- Company/Site Name
- Former Contact Name
- New Contact Name
- Address
- Phone, Fax, and Email Information

### 2.4 BEFORE YOU CALL

Using phone support is as easy as picking up the receiver. However, there are a few things you should know before you call. A few guidelines will help you make the most effective use of the Micros-Fidelio (or authorized Distributor) Support Center – and help us resolve your problem in the fastest, most accurate way possible.

If something isn't working the way you expect, we recommend that you explore the problem before you call the Support Center. Try the following suggestions – you may find you don't need to call after all:

- Verify that the problem is related to the Micros/ Micros-Fidelio Software/Hardware. The problem may be with your network, power, third party software or interfaces in which case you will need to contact the appropriate vendor for support. If necessary, Micros-Fidelio or our authorized Distributor will work with you and the other vendor to track down the problem.
- Attempt to reproduce the problem to ensure that it isn't just a simple error or misstep.
- Check the obvious things like cabling, power, login information, etc. Often the solution lies in the process, not the software.

- Review all relevant documentation – including any manuals and online help if access is available.
- If the problem is reproducible, check to see if any changes have recently taken place in your operating environment that might be responsible for the problem.

**NEW** Log on to the Support Services section of the MICROS web site ([www.micros.com](http://www.micros.com)) and use the eSOLUTIONS interface to search for any relevant documentation and/or solutions.

## 2.5 CASE NUMBER

Each customer support request that comes into the Micros-Fidelio or authorized Distributor Support Center, by any medium (i.e. phone, email, WebSupport), is logged in our call tracking system and assigned a case number. This unique identifier enables you and our support analysts to track your call until the problem is resolved. It is important to record this number for reference in case you want to request an update on the status of your call.

## 2.6 RESPONSE AND RESOLUTION TIMES

1<sup>st</sup> line Support guidelines defining the maximum amount of time before work is to begin on a case, and the duration of time that a case remains open, are based on the following priorities:

Priority	Response Time	Resolution Goals	Customer Escalation
1	1 Hour	within 6 hours	Not resolved within 6 hours
2	1 Hour	within 12 hours	Not resolved within 36 hours (Note 3)
3	4 Hours	within 72 hours	Not resolved within 96 hours (Note 3)
4	8 Hours	within 5 days	(Note 2)
5	8 Hours	(Note 1)	(Note 2)

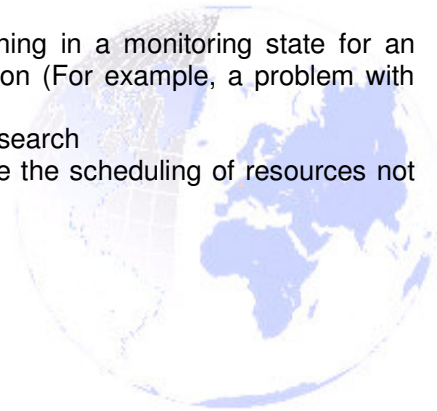
**Note 1:** All Priority Five requirements should be documented and submitted to the Micros-Fidelio (or authorized Distributor) Support Centre for scheduling.

**Note 2** If a resolution is only available in a future interim release, this will be reported to the respective Hotel via the responsible Micros-Fidelio or authorized Distributor Support Support Centre.

**Note 3:** For customer escalation, please see the separate EAME escalation procedure

Issues causing a suspension of resolution time tracking may include:

- Tasks requiring additional information from a service agent or customer including copies of databases, reports or logs
- Implementation of changes that require remaining in a monitoring state for an extended period before confirmation of resolution (For example, a problem with End-of-Month reporting)
- Escalation to Level 3 Support/R&D for further research
- Programming or consultation issues that require the scheduling of resources not normally available in the Support Center
- Feature Enhancement requests



Response and Resolution time adherence is measured using the above published goals. The resolution time goals shown above for each priority are what we perceive as the maximum time expected to find resolution to a specific case and Micros-Fidelio or our authorized Distributor will endeavour to improve on the Resolution Goals shown above, and will liaise with the respective Hotel to review the service performance.

## 2.7 PRIORITY LEVELS

All cases created by the relevant Support Center will be assigned a priority level. Priority level guidelines and the corresponding response times specify how quickly the Support Center will respond to the customer if the request is not resolved on the first call, and the amount of time in which the case is expected to be resolved. All service level standards and measurements are based on the priority assigned to a case.

The following guidelines are used by Support Analysts to determine the appropriate priority level for each issue received by the local Support Center. Customer Support will be responsible for making the final decision regarding priority level based on the information collected from the caller.

### Micros Products

Priority Level	Problem Category	Symptoms / Examples
<b>P1 (Critical)</b>	System completely non-operational.	<ul style="list-style-type: none"> <li>■ Primary and Backup Servers down</li> <li>■ All terminals down</li> <li>■ Terminals not communicating with Server</li> </ul>
<b>P2 (Major)</b>	Partial system failure significantly impacting operations and revenue and a reasonable workaround scenario is not available.	<ul style="list-style-type: none"> <li>■ End of Day failure</li> <li>■ Revenue Center down</li> <li>■ Remote Printer Network or Kitchen Display System</li> <li>■ 25% or more of installed terminals down</li> <li>■ Interface to PMS down</li> </ul>
<b>P3 (Medium)</b>	Partial system failure moderately impacting operations and a reasonable workaround scenario is not available.	<ul style="list-style-type: none"> <li>■ One terminal down</li> <li>■ Multiple terminals down, but less than 25% of installed terminals</li> <li>■ One or more printers down, but not entire Remote Printer Network</li> <li>■ Reports not balancing</li> <li>■ Reports not printing</li> </ul>
<b>P4 (Low)</b>	Non-critical issues or procedural clarifications.	<ul style="list-style-type: none"> <li>■ Report query</li> <li>■ Configuration issues</li> <li>■ Minor printing problems, items not printing in correct location</li> </ul>
<b>P5 (Customisation)</b>	Customisation & system configuration changes. Most will be at the local hourly support rate.	<ul style="list-style-type: none"> <li>■ New tender/media's, discounts etc... to be created and linked to tracking groups, reports etc</li> <li>■ Creating new Reports</li> <li>■ Creating Custom Programs / Interfaces</li> <li>■ Procedural / Training issues</li> <li>■ On Site Configuration</li> <li>■ Equipment Installation / Relocation</li> </ul>

## Hotel System Products

Priority Level	Problem Category	Symptoms / Examples
P1 (Critical)	<p><b>System Down</b></p> <p>Call is transferred to appropriate support technician. Issue is worked on until resolution.</p>	<ul style="list-style-type: none"> <li>■ PMS Database or Application Server is down and/or users are unable to login into the PMS database</li> <li>■ Unable to access major functionality from within PMS such as check-in, check-out, cashiering for majority of users.</li> <li>■ Night Audit interrupted and the date does not roll</li> </ul>
P2 (Major)	<p><b>Severe System Disruption</b></p>	<ul style="list-style-type: none"> <li>■ Availability out of line for current date or within next 7 days.</li> <li>■ Room and Tax posted incorrectly on previous night audit</li> <li>■ Unable to print <b>anything</b> from within the PMS applications.</li> <li>■ A revenue generating interface is down (e.g. POS)</li> </ul>
P3 (Medium)	<p>Single Function Failure</p>	<ul style="list-style-type: none"> <li>■ Night audit questions after the audit has satisfactorily completed</li> <li>■ Statistics calculation issues (profile, group)</li> <li>■ Availability issues farther out than 7 days</li> <li>■ AR account issues and report questions</li> <li>■ Non-Posting Interface problems such as: Guest name display on PBX or Voice Mail or Maid status updates</li> <li>■ CRS Interface Problems such as: Wrong Country Codes were sent in the reservation or Rate Codes are not updated correctly upon change.</li> </ul>
P4 (Low)	<p>Minor/Procedural issue or question</p>	<ul style="list-style-type: none"> <li>■ Report questions</li> <li>■ Package setup/rate code setup</li> <li>■ TA check processing</li> <li>■ TA commission calculations</li> <li>■ General Procedural or Setup Questions (note: support does not do training over the phone; training is scheduled with the Implementation Department)Research of intermittent problems</li> <li>■ NetVupoint/MyMICROS Issues</li> <li>■ Reprinting of current reports</li> <li>■ EM Packet Deployments/Related EM problems</li> </ul>
P5 (Customisation)	<p>Customisation &amp; system configuration changes. Most will be at the local hourly support rate</p>	<ul style="list-style-type: none"> <li>■ Imbalances before month end</li> <li>■ Screen painting, GSTFOLIO, or other documents in Opera such as confirmation letters, mailings, messages</li> <li>■ New users or printers</li> </ul>

*\*Please note that the descriptions and examples above are not intended to absolutely define the criteria by which priority assignments are made, rather the above is meant to serve as an example for informational purposes only. The priority assigned to any case is determined by and at the sole discretion of, the Micros-Fidelio or authorized Distributor Support Center.*

**NOTE:** This document is not intended to detail every item covered or not covered by a Help Desk contract or other Support Contract.

## 2.8 CALL/CASE TYPE

As cases are created in the Clarify call tracking system, they are assigned not only a priority, but also a call/case type. The call/case type setting is used for reporting and tracking purposes only and does not effect service level standards or measurement. The following call types are used in the Clarify call tracking system:

### **SW: Problem/Error**

Application related issues, typically relating to a specific error message or malfunction of a specific application feature.

### **SW: Proced. Question**

Cases where the caller has contacted support seeking clarification or understanding of operational procedures or processes. Typically "How To" questions on specific features or tasks.

### **HW: Workstation/SU**

Cases that involve MICROS hardware issues related to workstations or system units.

### **HW: Depot**

Cases that involve MICROS hardware covered the Standard Depot Maintenance plan. This means the customer replaces the faulty equipment and sends it to MICROS-FIDELIO or the authorized Distributor for repair.

### **HW: Printer**

Cases that involve MICROS hardware issues related to roll, slip, thermal and other MICROS printers.

### **HW: Server**

Cases that involve MICROS hardware issues related to the POS server and its components, including server peripherals.

### **HW: Other**

Cases that involve MICROS hardware issues related to peripheral devices or components other than those related to MICROS printers, workstations or servers.

### **HW: 3<sup>rd</sup> Party**

Cases that involve hardware issues related to non-MICROS hardware. Support is limited to Problem Isolation only.



**New System/Upgrade**

Cases involving recently installed systems; problems resulting from operating system, application upgrades or new installs.

**Service Activity Reporting  eReports **

Micros-Fidelio Support Services in EAME offers to its customers automatic electronic distribution of service activity reporting. The eREPORTS program delivers to multiple email addresses and offers a variety of performance and frequency metrics as well as support incident details and summaries. Below is an extract of some sample reports. A complete overview is available in the "Sample Customer Reports Document". See your Account Manager or Sales Person for more information.



Case Summary by Site.  
Cases opened between 05/11/2007 and 07/11/2007

		Total
GERMANY	Site A	1
	Site B	1
	Site C	5
	Site D	2



[Rep. CR03] Open Cases for a Chain by Support Level  
( Chain Name )  
Owner/Status/Queue

**Germany**

**Upgrade Required**

4310021	<b>Site A, Frankfurt</b> 97 3.0 OUTSTANDINGS	PC Needs Upgrade
Prio: 3	Created: 21/07/06 / 9700 3.0 / Ops	GER MIC - Open Dev Issue Age: days (L.A. )
5367426	<b>Site B, Berlin</b> FIX3.0.3.0/OPERA/3.0.02.00/PMS/BOF/EOD ERROR WHEN CREATING BOF FILE AT EOD.	EF Needs Upgrade
Prio: 3	Created: 16/07/07 / Opera-PMS / Back Office Ifc	GER Opera Req Upgrade Age: days (L.A. )
<b>Level 1</b>		
5585669	<b>Site C, Munich</b> WFFLANGE OPERA/4.0.03.03E23/PMS/ FOLIO TEXT IS NOT PRINTED CORRECT.	TK Monitor Progress
Prio: 3	Created: 02/10/07 / Opera-PMS / Cashier Functions	Age: days (L.A. )
5604239	<b>Site A, Frankfurt</b> OPERA/4.0.03.03-23/9C/INVALID VALUE	SS No Status Set
Prio: 3	Created: 05/10/07 / Opera-S&C / Admin/tes	GER Opera S&C Age: days (L.A. )


[Rep. CR02] All Open Cases for Chain (Summary)

Case Summary by Site.  
Open Cases Only.

		Total
<b>GERMANY</b>	Site A	1
	Site B	1
	Site C	5
	Site D	1

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[Rep. CR02] All Open Cases for Chain (Summary)

Case Summary by Site Chain Name  
GERMANY

**Site A** Total Cases: 1

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**CREATED** 21/11/2007 **CASE ID** 5731862 **WFR FO 6.20 FIDWIN Room discrepancies report shows wrong status**

**OPEN** Prio. 3 **Status:** Awaiting Assignment **Business Group / PL :** PMS / DOS Front Off v4-v6  
**Module:** Reports **Case Owner:** SJ

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Case Summary by Site

Chain Name  
GERMANY

**Site B** Total Cases: 11

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**CREATED** 31/08/2007 **CASE ID** 5497810 **OPERA Duplicate or Second Keycard in Opera**

**OPEN-DISPA** 31/08/2007 Prio. 3 **Status:** Need Upgrade **Business Group / PL :** PMS / Opera  
**Module:** IFC **Case Owner:** BM  
*Informed the Hotel that fix is in higher version*


[Rep. CR07]
Top 10 Sites for CHAIN NAME  
Last (Calendar) Month

**Rank 1** **Site A, Frankfurt (ID 1234)**  
**TOTAL CASES: 44** (OPEN: 0 / CLOSED: 44)

	P1	P2	P3	P4	P5	Misc.	TL CASES	OPEN	CLOSED
<b>CLOSED CASES</b>									<b>44</b>
DOS Front Off v4-v6	0	1	26	0	3	0	30	0	30
Sales&Catering v2-v6	0	0	4	1	1	0	6	0	6
Serial Interfaces	0	0	2	0	0	0	2	0	2
Systems	0	0	4	0	2	0	6	0	6

## 3 SUPPORT CENTER INFORMATION

### 3.1 HOURS OF OPERATION

The Customer Support Center is available to assist with and help resolve MICROS and/or Hotel Systems application, hardware, and product issues for all Micros-Fidelio customers covered by a Software and/or Hardware Support Agreement. The Support Center can be accessed 365 days a year, using several different methods. The easiest and most efficient method is via the Micros Case Management Self-Service Web Support Interface. This interface allows customers to create, review, and update issues or “cases”, reported to the Support Center. The Web-Support interface also allows you to review past case history. To gain access to this tool, please contact your Account Manager or Customer Service Manager.

### 3.2 CONTACTING THE MICROS-FIDELIO / AUTHORISED DISTRIBUTOR SUPPORT CENTER

To contact your local Micros-Fidelio EAME Support Center, one of the following methods should be used:

<b>Web Based Support</b>	<a href="https://usc.micros.com/casemanagement/">https://usc.micros.com/casemanagement/</a>
<b>Phone Support</b>	Refer to <a href="http://www.micros.com/ContactUs/">http://www.micros.com/ContactUs/</a> for local details
<b>Email</b>	Refer to <a href="http://www.micros.com/ContactUs/">http://www.micros.com/ContactUs/</a> for local details
<b>Fax</b>	Refer to <a href="http://www.micros.com/ContactUs/">http://www.micros.com/ContactUs/</a> for local details

Upon contacting the Support Center, a case will be created within the MICROS-FIDELIO CRM System where all information and detail related to the reported issue will be documented. The information contained in each case is freely available to customers covered under a Micros-Fidelio Support Agreement.

**Note: Web Support should not be used for urgent or critical support needs, please call the Support Center.**

### 3.3 ESCALATION AND RESOLUTION

After a case is created, either by the first line agent or via web-support, an attempt to resolve the issue on the front-line is made. If the case cannot be resolved in a timely manner, it will then be escalated to the EAME European Support Centre (second line Support) within the CRM call tracking system. The 2nd line Support group is made up of product specific Application, Product, System DBA's and Technical Support Specialists. Each member of the group is responsible for the research and timely resolution of each issue escalated to their respective product group. Resolution times are based on the priority assigned to each case as outlined earlier in this document.

**Note: Due to the complexity of issues that are normally worked on by the Level3/R&D group, resolution time guidelines are no longer in effect upon escalation.**

### 3.4 CASE CLOSURE/RESOLUTION

The following criteria will be used to determine when a support issue can and/or will be closed:

- A solution is given and the customer acknowledges acceptance and satisfaction with the given solution.
- A fix is implemented by a Support Analyst or Servicing Agent and the customer has accepted resolution.
- Failure to receive a response, after at least three attempts in three days, from the case contact.

### 3.5 REOPENING OF CLOSED CASES

It is possible to re-open a previously closed case within the Clarify call tracking system. From time to time, the need for this may arise. A case may be reopened under one or more of the following conditions:

- Any case where an issue is deemed to have not been resolved properly
- Any case where acceptance of resolution has not been given by the customer
- Any case where the same exact issue originally reported re-occurs within a 10-day period and the original case wasn't closed due to no response
- End-of-Month issues can be re-opened up to 31 days later

### 3.6 ESCALATION OF SERVICE LEVEL ADHERANCE ISSUES

The following is an outline of case escalation processes for Micros and Micros-Fidelio Support Customers. If at *anytime* a customer feels that the level of support they are receiving does not meet the defined service level guidelines or expectations, they are encouraged to utilise the following procedures. This escalation process is to be used **ONLY** after a case has been created. We will go into the matter immediately to bring this to a satisfactory result.

1. If escalation is needed during normal business hours, please follow the local support escalation process. This senior manager will channel your query to ensure the customer service division is aware of your concern.
2. Major Account customers have an assigned account manager within each geographic region. Your Corporate contact for Hotel or Micros systems has a line of direct contact to the regional and global account managers for escalation purposes.

**Should you be supported through a Micros-Fidelio Subsidiary or an authorized Distributor, please see your local escalation path, where contact persons and dedicated numbers are listed.**

## 4 SERVICE LEVEL MEASUREMENT

**PERFORMANCE MEASUREMENT AND SERVICE LEVEL MANAGEMENT ARE ESSENTIAL TO PROVIDING INDUSTRY LEADING LEVELS OF SERVICE.**

The following service level standards apply to Micros-Fidelio Software Support (Help Desk) only and do not apply to other support services such as hardware maintenance, Professional Services, Level 3/R&D or on-site support.

### 4.1 AVERAGE SPEED OF ANSWER

Average Speed of Answer (ASA) is the average length of time a call to the Support Center waits before being answered by a support agent or the option to leave a voice message is chosen.

- At least 85% of all calls are expected to be answered within one (1) minute

### 4.2 FRONT LINE RESOLUTION RATE

The first contact resolution rate is the percentage of issues that are resolved upon the customer's initial call to the support center.

- The expected First Call Resolution rate is 55%.

### 4.3 CASE RESOLUTION RATE

The Case Resolution Rate is the percentage of cases resolved within the Service Level Guidelines based on priority level assignments.

- Current Case Resolution Rate expectation is 85% or better.

### 4.4 ABANDON RATE

Abandon Rate is the percentage of calls where a caller hung up or terminated their call to the support center prior to that call being answered.

- Current Abandon Rate expectation is a rate of less than 5%

### 4.5 CUSTOMER SATISFACTION SURVEY'S

Each support center and support team/group can be assessed via a customer survey. Please see point 8.1 or contact your local Micros-Fidelio office (or authorized distributor) for more information. Your feedback is of great importance to us and helps us to further enhance our support services.

### 4.6 SERVICE ACTIVITY REPORTING - eREPORTS

Micros-Fidelio Support Services makes available to its customers automatic electronic distribution of service activity reporting. The eREPORTS program delivers to up to 10 email addresses a wide variety of performance and frequency metrics as well as support incident details and summaries. Please see your Account Manager or Sales Person for more information.

## 5 HARDWARE SUPPORT, DISPATCHING AND MAINTENANCE (MICROS Hardware Only)

Micros-Fidelio (or authorized distributor) offers standard hardware maintenance plans to satisfy its Customers. Each plan includes the parts and labor associated with maintaining the "Covered Products" in good working order during the contracted hours/days of coverage.

Services provided outside the Customer hours/days of coverage or outside of the scope of their maintenance plan will be chargeable to the Customer under the Micros Out-Of-Scope Services Invoicing Program. Micros-Fidelio (or authorized distributor) is responsible for delivering maintenance services in accordance with each plan and under terms of the Micros-Fidelio (or authorized distributor) Major Account Maintenance Agreement.

Each Hardware Maintenance Plan includes Central Dispatch Services from the local Customer Support Center. The local Customer Support Center will create a case while recording pertinent call information including entitlement and hours of coverage. The Customer Support Center will then dispatch the call to the appropriate Service Agent.

*Please contact your local Support Centre, Account Manager or Sales Executive for more information.*



## 6 SCOPE OF SUPPORT

### 6.1 WHEN IS SUPPORT AVAILABLE

Micros-Fidelio PMS products are supported on a 24-hour, 365 day/year basis. For all other Micros-Fidelio Products, please refer to your local Maintenance contract under "Hours of Operations".

### 6.2 WHO IS SUPPORTED

Micros-Fidelio customers who have signed a Support Maintenance Agreement are entitled to services and support provided by Micros-Fidelio (or authorized distributor) Support Services as outlined below.

### 6.3 WHAT IS SUPPORTED

Help Desk support is defined below by addressing the following support areas:

- Application Support
- Platform & Network Support
- Interface Support

### 6.4 SUPPORT FOR OLDER VERSIONS OF SOFTWARE

Micros Customer Support will endeavor to provide support for current versions of all Micros software as well as provide support for older software in line with market conditions. Support of "End of Life" software is typically done for a five year period after the End-of-Life date. For a current listing of supported product versions, please contact your Account Management or Sales representative. Support of older versions of software is done at the discretion of Micros-Fidelio.

### 6.5 MICROS APPLICATION SUPPORT

#### 6.5.1 Items Covered

- Resolution or explanation of Micros-Fidelio application generated error messages
- Assistance with user problems that occur during normal system and desktop operations
- Guidance with procedural and system capability questions
- Researching and reporting Micros-Fidelio software or application defects to Research & Development
- Assistance with reloading Micros-Fidelio applications from Full System Backup(s) only
- Assistance with reloading Micros-Fidelio Database(s) from backup
- Assistance with the identification of programming changes that may need to be performed by the customer to correct reporting or functionality issues
- Assistance with Reprinting of current day's reports and journals

### 6.5.2 Not Covered [Billable]

- Dial in programming changes to database files to meet requirements not specified in installation site survey
- Dial in resolution of problems resulting from changes to the database performed by, or an agent of, the customer
- Accounting of, or balancing of, Micros Standard or Custom reports or the identification of areas where a reporting imbalance may exist within a report
- Training performed on site or over the phone
- Installation of new modules requiring an activation code
- The cost of application upgrades, service packs, or patch release
- Distribution, Upload or Installation of Feature Release Version Upgrades or patch releases.
- Reloading Micros applications from scratch when a full system backup is not available
- Programming new POS devices such as PCWSs, UWSs, printers, etc
- Programming new revenue centers, touch screens, keyboards, and menus
- Programming new reports and autosequences
- Reprinting reports and journals from archive
- Issues corrected in later software releases, patch releases, or release supplements that can be corrected by the installation of appropriate patch release or release supplement
- Rebuilding of database tables, totals files, re-posting of totals, or any manual manipulation of database files
- Re-posting of any sales totals, including credit card sales

NOTE: *Reloading backups and installing new modules, release supplements or patch releases should be performed by a system trained property expert or by the local Micros-Fidelio servicing agent. A service agent on-site visit is paid by the customer and must be scheduled in advance.*

## 6.6 FIDELIO APPLICATION SUPPORT

### 6.6.1 Covered

- Resolution or explanation of Fidelio application generated error messages
- Assistance with user or operational problems that occur during normal system operations
- Guidance with procedural and system functionality or capability questions
- Research, identification, and escalation of Fidelio software defects
- Assistance after restoring database backup(s) for Fidelio products
- Assistance with the installation of Fidelio application release supplements or software updates
- Assistance with the identification of programming issues or changes necessary to correct reporting or functionality issues
- Recommendations for proper database, application or operating system maintenance

### 6.6.2 Not-Covered (Billable)

- Programming or customization changes to meet requirements not specified in the installation site survey.
- Dial in resolution of problems resulting from changes performed by the customer or an agent of the customer
- Audit, accounting, or balancing of standard or custom reports or identification of report areas where an imbalance may exist.
- Training performed on site or over the phone
- Installation or activation of new modules, features or components of the Fidelio application or related operating system(s)
- Reinstallation of Fidelio application software, software updates or release supplements
- Reinstallation or installation of Operating System software, patches, updates or release supplements.
- Database or application programming
- Issues corrected in later software releases, patch releases, software updates, or release supplements that can be corrected by the installation of appropriate software release, patch release, software update or release supplement.
- Configuration changes, tuning, or maintenance of Operating System, database or applications beyond the specifications of the original installation.
- Creation of or changes to documents including registration cards, invoices/folios, labels, confirmation letters etc. Also included in here are creation of floor plans, editing and configuration of printer drivers, special or new programming in POS requiring amendments to Hotel Interface configuration.
- Creation of new lists or reports. This includes all changes to standard reports or creation of new reports. All time necessary for the creation of the list and the subsequent testing is included in the billable time.
- Changes to "Back Office Interface" programming

*NOTE: Reloading backups and installing new modules, release supplements or patch releases should only be performed by a system trained property expert.*



## 6.7 OPERATING SYSTEM AND NETWORK SUPPORT

Micros/Micros-Fidelio Support will provide support for Operating System and Network related issues within the following guidelines as they relate to the Micros or Micros-Fidelio product(s), providing your property has signed a separate Systems Maintenance contract. Please note, that the points listed below are for information only and may differ from the points negotiated in your individual contract.

### 6.7.1 Covered

- Explanation and resolution of operating system generated error messages
- Assistance with user problems that occur during normal system and desktop operations
- Guidance with procedural and system capability questions
- Root cause analysis of server crashes and problems during boot
- Resolution of system printer problems directly related to Micros or Micros-Fidelio applications
- Assistance with reloading system from a full system backup in the event of hard disk failure or data integrity issue
- Assistance with issues or problems related to the performance of system or database backups not related to removable media hardware or hardware components
- Resolution of network configuration problems directly related to the Micros or Micros-Fidelio application(s) or Micros hardware

### 6.7.2 Not Covered [Billable]

- The cost of operating system version upgrades, patch releases, or release supplements
- Assistance with loading operating system upgrades, patch releases or release supplements
- Assistance with configuration, installation, or addition of new hardware or peripherals
- Assistance loading and supporting third party applications not sold by Micros-Fidelio
- Resolution of problems directly related to non-supported third party applications
- Resolution of problems or issues related to a customer's network not directly related to the Micros or Micros-Fidelio application
- Pre or Post-installation network consultation or configuration including network support, design or evaluation or the cost of those services
- Resolution of network problems caused by addition of or changes in network configuration or hardware by the user
- Post-installation network consultation including evaluation and/or reconfiguration
- Reinstallation of Operating System from scratch when a full system backup is not available
- Restoration of any files or programs after a system crash, not available on the site's full system backup

- Performing system administration tasks including but not limited to adding users, maintaining file system or database integrity, monitoring system resources, performing backups, and storing software
- Creation or installation of custom applications, batch files, shell scripts not part of the standard Micros-Fidelio installation
- "Ghosting" of the operating system onto any machine other than the machine where the ghost image or backup was created
- Assistance with correcting issues on systems where a ghost image, backup, or hard disk from another system was installed
- Assistance with Anti-Virus software, either to install, configure or update virus signature files

*NOTE: Reloading backups and installing new modules and operating system upgrades should be performed by the system trained property expert or by the local Micros-Fidelio servicing agent. A service agent on-site visit is paid by the customer and must be scheduled in advance.*

## 6.8 INTERFACE SUPPORT

Micros-Fidelio and Authorised Distributer Support will provide support as outlined below for various interfaces used with Micros and/or Micros-Fidelio products such as PMS, POS, LDS, VSS, TMS, etc.

### 6.8.1 Covered

- Resolution of Micros or Micros-Fidelio application generated error messages
- Assistance with user problems that occur during operations as they relate to the Micros or Micros-Fidelio application
- Guidance with procedural and interface capability questions
- Resolution of interface problems, issues, or errors related to Micros or Micros-Fidelio standard interface scripts and/or programs
- General information concerning Micros interface specifications

### 6.8.2 Not Covered [Billable]

- Programming of database files and scripts required for back office applications or other interfaces
- Changes to the interface configuration as a result of an upgrade to the other vendor's software
- Programming of the PMS/Interface files and testing of the interface with the third party vendor
- Programming, or testing of, interfaces in the Micros application or workstation application
- Creation or installation of interface scripts or files not part of the Micros or Micros-Fidelio standard installation

## 6.9 THIRD PARTY APPLICATION SUPPORT

Third Party Applications refer to those approved and sold by Micros-Fidelio, for use with Micros-Fidelio products (i.e. ADS, XVision, and PCAnywhere). Support for those applications is given based on the following guidelines:

### 6.9.1 Covered

- Assistance with application generated error messages
- Assistance with user problems that occur during normal and standard operations
- Guidance with procedural and documented capability questions

### 6.9.2 Not Covered [Billable]

- Upload, distribution, and/or installation of product updates or patch releases
- Cost of product updates or patch releases
- Assistance with supported applications not purchased from Micros or Micros-Fidelio
- Assistance with supported applications not covered under a support contract
- Assistance with applications, software or programs not purchased from Micros or Micros-Fidelio
- Activation of new features within the application
- Installation or configuration of third party software via remote dial in
- Assistance with Anti-Virus software, either to install, configure or update virus signature files

## 6.10 BILLABLE SUPPORT

For customers not covered under a Micros-Fidelio Support Maintenance Agreement and for support requests not covered by the Support Maintenance Agreement, the following applies:

For customers with an existing credit relationship in good standing with Micros-Fidelio (or Authorised Distributer), Time & Materials Support may be performed under a signed Supplemental Billing Agreement. The charge for support provided under the Billing Agreement is based on the local rates, as published by your local Support Organization.

The scheduling of Time & Materials work to be performed is dependent upon the availability of Micros-Fidelio (or Authorised Distributer) resources and existing support workload. Customers covered under an annual Support Agreement are given first priority in scheduling.



## 7 CUSTOMER RESPONSIBILITIES

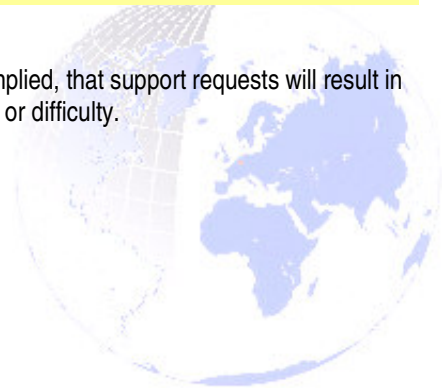
### 7.1 GUIDELINES

The customer should follow the guidelines below to take full advantage of the Micros and Micros-Fidelio applications and services:

- Designate a “Property Expert” for each Micros/Micros-Fidelio product responsible for maintaining the system including such duties as: initial contact for trouble-shooting user issues, point of contact for the Micros Help Desk, maintain hardware and software libraries, and who is knowledgeable regarding the installed applications and system configuration
- Perform regularly scheduled system and database backups and have those backups available at any time
- The customer is responsible for providing a working phone line, support modem, and remote connection method. Any software required to remotely support the site and its administration and configuration are the responsibility of the customer. Only Micros/Micros-Fidelio approved and supported connection methods/software should be used. The Micros-Fidelio Remote Access Policy is available upon request.
- Maintain access to all required software including operating system installation media, Micros or Micros-Fidelio application software and patch release software, system specific driver files (Micros/Micros-Fidelio does NOT cover the replacement cost of this software and cannot guarantee replacement availability) as well as any applicable license or software key codes
- Maintain appropriate disaster recovery software, backups, boot disks, etc
- Assist with the resolution of all problems. The customer may need to dedicate some time to assist the Micros/Micros-Fidelio support representative in resolving problems/questions
- When asking for assistance from support, be prepared to provide all information needed and answer questions as may be required. Accurate documentation of any error messages or system notices will help expedite resolution.
- Plan and schedule ahead of time ALL services not covered under each support contract
- Micros/Micros-Fidelio Customer Support will not perform any items in the “not covered/billable” section without being previously scheduled
- Micros/Micros-Fidelio will not, under any circumstances, provide login or password information to anyone as users are responsible for their own logins and passwords

**NOTE:** This document is not intended to detail every item covered or not covered by a Help Desk contract or other Support Contract.

Micros Systems, Inc. makes no guarantees, express or implied, that support requests will result in the resolution of any problem or difficulty.



## 8 FEEDBACK

**CUSTOMER FEEDBACK** IS VITAL TO THE SUCCESS OF ANY CUSTOMER ORIENTED BUSINESS. YOUR COMMENTS AND FEEDBACK HELPS US DETERMINE WHAT SERVICES WE OFFER AND HOW THOSE SERVICES PERFORM FOR YOU AND YOUR BUSINESS.

### 8.1 ON-LINE CUSTOMER SURVEY

A web based satisfaction survey is available on the Micros-Fidelio Corporate and EAME website to all of our customers. We encourage you to complete this survey as you feel necessary. The information collected from this survey is also used to measure the impact of our performance and processes. The on-line survey is available in the Support Services section of the Micros and Micros-Fidelio website at [http://www.micros.com/services/customer\\_survey/](http://www.micros.com/services/customer_survey/) or <http://www.micros-fidelio.org/>

### 8.2 COMMUNICATING SUCCESS

For those customers that wish to provide positive feedback about a specific support request or support analyst, Micros Customer Support provides an email address to where comments and feedback of this type can be sent. The email address is [success@micros.com](mailto:success@micros.com)

