



HOSPITALITY SUPPORT MATRIX

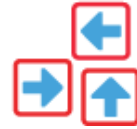
Support Requests are handled based on product and the division under which the product comes. The Following Matrix is to provide an outline for our customers how Support Requests can be handled depending on product and nature of issue.

Priority cases that can be categorized as Severity 1 or 2 is eligible for 24/7 Support and the designated Support Individual can be reached by phone at any time to initiate an immediate support procedure with in the targeted response time. Support for Severity 3 and below can be registered during Working Hours by phone or at any time by the Support Email Address and/or Online Support Request Registration utility [if provided].

Only customers covered by a Support Contract is eligible for telephone Support and Targeted Response Times are also applicable only when there is an active Support Contract.

F&B DIVISION

	PRODUCTS	SUPPORT EMAIL
F&B Products Eligible for Off Duty Support		
	Oracle Micros RES 3700 and Modules	pos@kit.bh
	Oracle Hospitality Symphony and Modules	
	Oracle Hospitality 9700 and Modules	
	Oracle Cloud Services [mymicros, iCare]	
	Oracle Micros Official Hardware	
	Above products have a specific help line number to register all Support Calls. Calls to this number are cycled through multiple mobile phones and behave like a call center line. Please talk to the F&B Technical team for best practices when calling this number. The number is always answered by the Technical Support Personal itself and assistance is subject to the Support Contract maintained at the time.	
	F&B Help Line Number: 32311211	
F&B Products Eligible for only Duty Hour Support		
	Oracle Hospitality Materials Control	pos@kit.bh
	A Support Person will be assigned for each customer as the Account Manager and all calls are to be made to them directly. If you do not know who is assigned to you, please contact the F&B Division Managers.	
	Third Party Hardware used with Micros SW	pos@kit.bh
	The above mentioned F&B Helpline Number can be used to register Support Requests for Third Party Hardware during Regular Working Hours.	
KEY CONTACTS [F&B Division Projects and Support]		
	Binoy George	Product Manager - Hotel F&B
		36412115
		binoy@kit.bh
	Karim Mukadam	Product Manager - Restaurant F&B
		39407600
		karim@kit.bh
1st Level Escalation		
	Arun Kumar	Assistant Manager - F&B Division
		36347239
		arun@kit.bh
2nd Level Escalation		
	Mohammed Meftah	Manager - F&B Division
		33257277
		mohammed@kit.bh



PMS DIVISION		
	PRODUCTS	SUPPORT EMAIL
PMS Products Eligible for Off Duty Support		
	OPERA Property Management Solutions	pms@kit.bh
	OPERA Interfaces incl. OXI, IFC, HTNG etc	
	OPERA Cloud Services [Distribution]	
PMS Products Eligible for only Duty Hours Support		
	OPERA Sales and Catering	pms@kit.bh
	A Support Person will be assigned for each customer as the Account Manager and all calls are to be made to them directly. If you do not know who is assigned to you, please contact the PMS Division Managers.	
KEY CONTACTS [PMS Division Projects and Support]		
	Manmohan Bhakuni	Assitant Manager - Oracle DBA
		33454086
		manmohan@kit.bh
1st Level Escalation		
	Ranjit Karthikeyan	Assistant Manager - PMS Division
		33411190
		ranjit@kit.bh
2nd Level Escalation		
	Timotio Campos	Manager - PMS Division
		39409131
		timotio@kit.bh
CRITICAL ESCALATIONS AND STRATEGIC ACCOUNTS MANAGEMENT		
	Maneksh Veetinal	Assistant GM - Hospitality Solutions
		36562636
		maneksh@kit.bh
REGULAR WORKING HOURS		
		Sunday to Thursday
		8:00 AM to 6:00 PM
<p>The Support Contract signed between KIT and your organization will define the Terms and Conditions applicable. Though we will try our best to keep you update to any changes to the above Support Matrix, changes may be made at any time without prior notice and the latest version can be requested from our Support Team at any time.</p> <p>For further clarification and/or concerns on any matters with relation to Support for Specific Products, Associated Procedures or Conditions, please contact the corresponding Division Managers.</p>		