Oracle Premier Support for Oracle Retail and Hospitality Hardware

ORACLE
SUPPORT

Oracle's integrated, end-to-end hospitality and retail solutions are designed to optimize and streamline workflows and improve customer service – helping hospitality and retail companies accelerate innovation, transform their businesses, and delight customers with complete, open and integrated solutions. You can depend on Oracle's essential technical assistance and comprehensive global support services to get the most out of your Oracle retail and hospitality hardware and achieve your business objectives.

SUPPORT FOR ORACLE RETAIL AND HOSPITALITY HARDWARE

Complete hardware support for Oracle sold point of sale products including workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solution products.

FEATURES

- 24/7 technical support from Oracle's hardware experts
- Assistance with service requests 24 hours per day, 7 days a week – including holidays (availability may vary by country)
- Onsite hardware support (availability may vary by country)
- Access to web-based customer support systems

BENEFITS

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

Integrated Support. Incredible Results.

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

Complete system coverage. Rather than dealing with multiple vendors and receiving disjointed support for retail and hospitality hardware, you can access one comprehensive support solution. Oracle Premier Support for Oracle Retail and Hospitality Hardware Support includes support coverage for Oracle sold point of sale products 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 330,000 customer sites around the world. You can rest assured our retail and hospitality 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.

For additional information and details regarding response times by country, please visit the Oracle Hardware and Systems Support Policies, found here:
http://www.oracle.com/us/support/library/hardware-systems-support-policies-069182.pdf .

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Hardware and Software, Engineered to Work Together

Oracle is committed to developing practices and products that help protect the environment