HRS Hospitality & Retail Systems
Value -Added Support Services

ORACLE | Partner

Expertise that spans the globe. Knowledge that is tailored to your local needs.

At HRS Hospitality & Retail Systems we offer a comprehensive range of services designed to cater to the specific requirements of our hospitality and retail customers.

We understand the importance of uptime for your business, which is why our dedicated team of professionals are committed to providing technical and operational support. Whether it's analyzing your needs, selecting and implementing solutions, or optimizing processes, we are here to assist you every step of the way.

Our flexible Service Agreements are designed to ensure the ongoing performance of your systems by giving you access to our expertise and critical support resources. Trust us to keep your business running smoothly.

Discover the exceptional services offered by HRS Hospitality & Retail Systems

Service Features

24/7/365	*24/7 365 Responsive Help Desk and Hotline via Web or App*
SLA	*Service Level Agreement (SLA) for all products*
RESPONSIVE	*1 Hour Response Time for all severities*
SUPPORT CREDITS	*Available credit hours to use for additional services, e.g. training, configuration changes, written instructions, report customisations, consulting, systems reviews*
ACCOUNT MANAGER	*Partnered with a dedicated Account Manager for 1-1 attention*
TAILORED	*Choose a support package that matches your needs: Silver, Gold, or Platinum*

Personalize your Support

PMS/POS and TYNGO support from one place	SUPPORT HUB
All 3rd level ORACLE support escalations managed fully by HRS team members (management of Oracle Customer Support Portal)	ORACLE SUPPORT
Webinars and recorded videos of product sessions via HRS Academy	HRS ACADEMY
Certification programme for users to ensure their product knowledge is up to date	USER CERTIFICATION
Monthly support performance statements	MONTHLY REVIEW
ORACLE Hospitality PMS/POS Certified Solution Engineers	CERTIFIED TEAM

Service Features

Features	Silver	Gold	Platinum
Help Desk:			
English Language	✓	✓	✓
24/7 Local Language [1]			
-Office Hours	✓	✓	✓
-Out of Office Hours	—	✓	✓
Who can contact the help desk	Up to 5 IT people	Any user	Any user
Telephone Hotline	✓	✓	✓
Email	✓	✓	✓
Website	✓	✓	✓
Mobile Application [1]	✓	✓	✓
Communicating with Oracle Customer Support Portal [2]	✓	✓	✓
Additional Services [3]	—	16 hours / year	32 hours / year
Preventative Maintenance	—	1 time / year	1 time / year
Systems Audit	—	—	✓
Disaster Recovery [4]	1st year only	✓	✓
Dataguard Synchronization [5]	✓	✓	✓
Support Localization [6]	✓	✓	✓
HRS Academy Services	YES - Webinar (5 sessions)	YES - Webinar (10 sessions) Video Archive (5 replay, 5 users) Staff Certification (5 users)	YES - Webinar (20 sessions) Video Archive (Unlimited replay & users) Staff Certification (Unlimited users)
Dedicated Technical Account Manager	—	—	✓

1. Feature is subject to availability.
2. Customer is required to provide Customer Support Portal access user login.
3. Additional services: Installation and Upgrades, User Training, Configuration requests (New/Change), Written Instructions/Manual, Reports customizations (New/Change).
4. Disaster recovery: If the issue is related to virus intrusion, power outage, or human error, this is outside of the purchased support plan and will be billed accordingly.
5. Dataguard synchronization: Review and synchronize the dataguard when it is out of sync.
6. Support Localization: If this is part of the core product or locally customized by HRS.

Services offered under each Support plan may vary and are subject to change or may not be available for all products.