KEY INFORMATION TECHNOLOGY
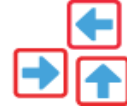## مفتاح المعلومات التكنولوجية

HOSPITALITY SUPPORT MATRIX

Support Requests [SR] 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	
Oracle Hospitality Simphony and Modules	
Oracle Hospitality 9700 and Modules	**pos@kit.bh**
Oracle Cloud Services **[mymicros, iCare]**	
Oracle Micros Official Hardware	
Above products have a specific help line number to register all Support Calls. This number is cycled between different team members on a weekly basis. 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 but is mainly meant to Register Priority SRs or Following up SR Status	
F&B Help Line Number: 32311211	
F&B Products Eligible for only Duty Hour Support	
Oracle Hospitality Materials Control	**pos@kit.bh**
The above mentioned F&B Helpline Number can be used to register Support Requests and someone will be assigned to handle the call.	
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]

1st Level Escalation		
Karim Mukadam		
	39407600	**karim@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	
	OPERA Interfaces **incl. OXI, IFC, HTNG etc**	**pms@kit.bh**
	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	
	33337724	**ranjit@kit.bh**
2nd Level Escalation		
Timotio Campos	Manager - PMS Division	
	39409131 [WhatsApp Only]	**timotio@kit.bh**

CRITICAL ESCALATIONS AND STRATEGIC ACCOUNTS MANAGEMENT

Manek
sh Veetinal	Assistant GM - Hospitality Solutions	
	36562636	**maneksh@kit.bh**

REGULAR WORKING HOURS	Sunday to Thursday	
	8:00 AM to 6:00 PM	

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.

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.