

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware



SUPPORT FOR ORACLE RETAIL AND HOSPITALITY HARDWARE

Advanced Parts Exchange 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
- Advanced parts exchange with Next business day delivery of parts
- 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 control and management of annual maintenance costs
- Gain operational efficiency and IT productivity by leveraging Oracle's scale and core competencies

Oracle's integrated, end-to-end hospitality and retail solutions are designed to optimize and streamline workflows and improve customer service—helping quick service restaurants, multi-lane establishments, restricted access facilities, and companies in remote locations—accelerate innovation, and delight customers with 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.

Integrated Support. Incredible Results.

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

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 Advanced Parts Exchange for 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. Our highly trained technicians leverage their experience and vast knowledgebase to quickly troubleshoot and send the required hardware parts needed to get your business back on track quickly and effectively.

For additional information on phone response times and country limitations, please visit the Oracle Hardware and Systems Support Policies, found here:

<http://www.oracle.com/us/support/library/hardware-systems-support-policies-069182.pdf>



CONTACT US

For more information about Oracle Advanced Parts Exchange for Retail and Hospitality Hardware, please speak with your Oracle representative or authorized partner, or visit:

CONNECT WITH US



Hardware and Software, Engineered to Work Together

Copyright © 2016, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0316



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