

SoftBrands offers a fully resourced global support team providing around-the-clock skilled support for your business.



## DEDICATED CUSTOMER SERVICE TEAM

### TRUE 24X7X365 SUPPORT.

SoftBrands delivers a level of support and service to our customers that is unrivalled in the hospitality industry. We are proud of the high standard we have set for global support services. Not only was SoftBrands the first property management vendor to provide true 24x7x365 support to all our customers, but we also continue to invest more in support services than anyone else in the industry.

Our highly skilled, customer-focused staff helps hoteliers around the world leverage existing IT investments while integrating systems and business processes with partners and suppliers to deliver sustainable competitive advantage.

Our commitment to extraordinary support and services includes online support options that make it easier for our customers to find answers and track incidents. We offer two online support options—the knowledge center and support incident system—via SoftBrands customer portal, known as customer center and located at <http://customercenter.softbrands.com/customer>

## TARGETED SUPPORT AT THE LEVEL YOU NEED.

### ► First level

Online support:

<http://customercenter.softbrands.com>

Support email:

[hospitality.support@softbrands.com](mailto:hospitality.support@softbrands.com)

Support telephone:

877 772 4111

Support fax:

+1 612 851 6202

### ► Second level

Team leads

### ► Third level

Manager on duty

## ESCALATION SUPPORT.

SoftBrands offers three levels of escalation support with access to management teams when additional attention is required to resolve an issue beyond the resources of first, second, and third level support procedures. These call escalation procedures are in effect to ensure the maximum level of service for our customers.

## CUSTOMIZED SERVICES THAT FINE-TUNE SYSTEMS AND PROCESSES.

SoftBrands services ensure a smooth transition and successful installation, including project organization and definition, system installation, customer training, go-live support, and post-installation reviews. Ongoing consulting is provided by expert software engineers to assist with corporate standardization, site assessments, interface work, and custom services to meet the unique needs of each customer. Additional service offerings include:

- Corporate standardization
- Site assessments and recommendations
- Interfaces
- Custom training programs
- Training facilities

## KNOWLEDGE CENTER: ANSWERS AT YOUR FINGERTIPS ANYTIME.

SoftBrands knowledge center currently provides customers with a self-service library containing over 1,800 solutions to various common system errors, procedures, how-to's and manuals, and reporting information. Customers can use a keyword function to search the database for an explanation or resolution to their issues. The knowledge center is a fantastic place for developing your staff's skills and resolving non-urgent questions for which you do not want to log a call. It is easy-to-use, quick, reliable, and open 24 hours a day.

## SUPPORT INCIDENT SYSTEM: LOG AND TRACK INCIDENTS QUICKLY AND EASILY.

The support incident system (SIS) is a place to log new incidents, add details to existing incidents, and view your company's open and historical incidents—all online. The SIS is a self-service support center and is available to all customers right now. The SIS immediately uploads your support incident into SoftBrands support database and the incident is assigned to the appropriate consultant.



Using the SIS, you can save time by quickly submitting your own support incidents, as well as reviewing and updating any open incidents that are currently being researched. The SIS allows you to keep track of your support incidents at every step of the process.

## **THERE IS A BETTER WAY.**

We work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit [www.infor.com/hospitality](http://www.infor.com/hospitality).

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The logo for Infor SoftBrands. The word "INFOR" is in a bold, black, sans-serif font with a red dot over the letter 'O'. Below it, the word "SoftBrands" is in a grey, sans-serif font with a trademark symbol (™) at the end.