



protel Global Support Users Guide

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1 Introduction

protel understand the unique demands and requirements of the hospitality industry. We also appreciate that your success is intrinsically linked to your ability to put our products to work.

This Support User Guide describes the support services provided by protel to our customers and how they can best be accessed and utilized.

This document applies to support services which are contracted with and provided by protel hotelsoftware GmbH. For information regarding the support services provided by the protel partner network, please refer to the appropriate partners' terms and conditions.

protel will update this guide from time to time to reflect enhancements or changes to our services and policies. The most current version is available upon request.

2 Our Mission

At protel Global Support we strive to be the absolute best in everything that we do. Simply, we aim to be the **number 1** in worldwide hospitality support.

Industry expertise, product knowledge, technical excellence combined with a listening ear - we are the face of protel for our customers and our customers' best advocates here at protel.

3 Our Recommendations for a Successful Partnership

We recommend that all customers:

- ▼ Maintain two or more team members who are familiar with your environment, applications and interfaces. If the support contact can be initiated via these team members, this will assist protel with troubleshooting actions and help with the implementation of recommended solutions.
- ▼ Ensure that multiple users are registered to submit cases via the web and use other available web resources.
- ▼ Verify that you do not have a problem with your network, power, third party software or interfaces.
- ▼ Ensure that all customer designated resources understand the scope and conditions of support, especially with regard to prioritization, resolution and response goals - prior to opening a ticket.
- ▼ If at any time you do not understand a request being made by a protel support agent, be sure to ask for clarification or more detailed explanation. We will be happy to do this.
- ▼ If something does not work as expected, we recommend checking the following generic items before opening a support ticket:
 - Attempt to reproduce the problem to ensure that this wasn't a once-off issue
 - Check obvious items like cables, login information etc. Often, the solution lies in the process, not the software.
 - Review all relevant documentation or the online product help
 - Where the problem is reproducible, have any changes recently been made to your environment or operating system?

4 Hours of Operation

Support is provided 24/7 via our global team of support specialists.

Support coverage outside of normal business hours (Monday-Friday, 8am-6pm CET) is limited to the mitigation of priority 1 incidents (on page 7). For non-critical issues, we encourage customers to reach out to us during normal business hours when our technical teams are fully staffed and our scope of coverage goes beyond critical issue mitigation.

5 Who may contact support?

For customers with a level 1 support contract, anyone from the customer site may open a service request with our support centre. We do recommend that one or more property experts be identified – these are usually senior or tenured staff who are knowledgeable about the protel products installed and the overall IT environment.

Response and updates on the status of case will be made by telephone or by email to the person who logged the original call.

6 How can you contact support?

To report an issue, you can contact us via our web portal, by email or by phone. In order to efficiently resolve your problem, it is important that there be clear and effective communication between you and our support representative

For the most efficient use of our services, we recommend that you open priority 2-5 tickets (see page 7) via the web or via email. Severity 1 cases should always be opened by telephone.

6.1 Web / SelfService

You can access our online support hub (portal) via:

<https://support.protel.net/>

To obtain a login for the system, please speak to your support or account representative OR send an email to support@protel.net. For customers in a multi-property environment, your login will give you access to multiple properties.

When logged in, you have the opportunity to open a new ticket, review the status of your ticket(s), update or close a ticket.

6.2 E-mail

Support tickets may be opened by sending an email to support@protel.net. This will automatically generate a new ticket for you and you will receive a response with the corresponding ticket number. Any replies to this email will be automatically posted into the case for you. When responding, please do not make any changes to the subject line.

We will endeavour to respond to all support queries as soon as possible. Please note that email requests are only handled between 8am-6pm CET, Monday-Friday.

When opening a support ticket via email, we recommend that you copy and paste the following template into your mail:

Email Subject:

[Insert your hotel name here] / [Short problem description]

Email Body:

Hotel Name:

Contact Person:

Contact Telephone:

Contact Availability (best time to contact):

Product in use:

Problem Description or Question:

Exact Error message (where relevant):

How many users are affected:

You should attach any relevant accompanying documentation (screenshots, logfiles, reports etc.) to your email.

6.3 Phone

Support may be contacted via the following hotline numbers.

Europe: +49 231 915 93 555 ¹

U.S.A.: 1-888-511-7879 ²

All other territories: +49 231 915 93 0 ¹

¹ International telephone charges may apply when calling from outside Germany

² Toll Free if dialed within the USA

7 Local Language Support

In order to provide the most consistent and high quality to our customers around the globe, protel will adhere to the following standards when communicating with our customers.

Level 1 support cases will be logged in either German or English, depending on the location of the customer.

8 How to efficiently open a case

The first step in the process requires that you accurately report your problem. To begin with, we recommend that you provide us with at least the following information:

- ▼ Hotel name & customer contact details
- ▼ Preliminary assessment of the scope and severity of the problem
 - Product Details
 - What is the problem that you are experiencing?
 - How many users are affected?
 - What are the operational and business implications?
 - Can the problem be reproduced, if so how?
 - Product version
 - Logfiles or screenshots where available
- ▼ Providing this information from the outset can considerably reduce the amount of time we need to resolve your issue.
- ▼ Where you are referring to an existing or previous case, it would be very beneficial if you could provide the associated ticket numbers for reference.

9 Customer Responsibilities

Customers must be available to assist with the resolution of all incidents. In particular for priority 1 incidents, a customer must nominate a point of contact at the property that can assist protel support while the ticket is being worked on – depending on your support contract, this may be 24/7. In the event that the property cannot provide support with an appropriate contact or the customer contact cannot be reached for a period of 3 hours or longer, support may downgrade the ticket to a lower priority at their discretion.

- ▼ Where relevant, ensure that your protel version is up to date and running a version where the release date is no older than 6 months from the date that your incident is being logged.
- ▼ Ensure that support have the ability to connect to your site at all times using PCI compliant and secure remote connectivity technology.
- ▼ For premise product customers, maintain appropriate backups and test these to ensure that your backup sets are complete and up to date.
- ▼ For priority 1 and 2 cases, ensure that you phone the support centre, even if you have already opened a ticket via the web or per email.

10 Incident Priority Levels

All service requests opened by our customers will be assigned a priority level by the support agent after the initial triage. The priority level will help to determine the appropriate response from our support team and/or how quickly we will aim to respond to our customers in the event that the case is not resolved during the first call.

Priority	Description / Examples
Priority 1 ▼ Critical Incidents ▼ Data Loss ▼ Systems down or not operational	<ul style="list-style-type: none"> ▪ protel Front Office, Banqueting system is fully non operational. No users are able to access the system. ▪ Any loss of data seriously affecting reservations, finance, profiles. ▪ Incidents which seriously impact reservations or finance and where non-resolution may lead to financial loss, including incorrect rates or availability WBE, OTA etc. ▪ Any critical security related incidents
Priority 2 ▼ Partial system failure with significant impact ▼ Key function failure ▼ No-Workaround is available	<ul style="list-style-type: none"> ▪ Malfunction during EOD so that EOD can not be completed ▪ Malfunction affecting billing/checkout, guest profile, reservation enquiries, availability or room availability. ▪ Malfunction seriously affecting interfaces or WBE which may impact the reservation process
Priority 3 ▼ Partial system failure with medium impact ▼ Reasonable workaround is available	<ul style="list-style-type: none"> ▪ Malfunction affecting Banqueting, but not affecting the booking processes ▪ Malfunction affecting Front Office, but not affecting the reservation processes ▪ Reporting or statistical errors
Priority 4 ▼ Non-critical issues	<ul style="list-style-type: none"> ▪ General incidents or queries with no significant operational impact.

The above priority matrix is used by our support agents to determine the correct priority level of each service request. The final decision with regard to the correct priority level assignment lies with protel support.

11 Incident Response and Resolution Goals

The below times are our published first response and resolution goals for support **incidents**³. We will always strive to improve upon these goals and to resolve all service requests within as short a time as possible.

We follow a 4-tier case priority structure, with priority 1 being the highest tier. The following response and resolution matrix indicates the expected maximum time for Technical Support to respond to or resolve a new case.

Priority**	Response Goal	Initial Update Time	Resolution Goal	% Goal
1	1 hour	2 hours	6 hours	99%
2	1 hour	2 hours	12 hours	95%
3	4 hours*	Status available via web	72 hours*	90%
4	1 business day	Status available via web	5 business days	90%

* during standard hours of operation, Monday- Friday, 08:00 – 18:00 CET.

protel Support will make every effort to respond to and resolve all incidents within the timelines described above and based on the priority matrix on on page 7 of this document.

11.1 Exceptions

The following is a non-exhaustive list of items which will cause a suspension of resolution tracking time:

- ▼ The time during which the support agent is waiting for access to be provided to the customer systems or the application (either physical access, remote access or the provision of the appropriate passwords).
- ▼ Tasks related to an incident where the support agent may require additional information from the customer - i.e. approvals, log files, databases etc.
- ▼ Changes that require remaining in a monitoring state for any period of time before confirmation of resolution.
- ▼ Any subsequent escalation of the incident where assistance from product development is required.
- ▼ Any time after which an incident has been confirmed as a defect and where a fix or patch needs to be provided by development
- ▼ The time during which support is waiting for support, assistance, information or access to 3rd parties or where support is otherwise reliant on services provided by any 3rd party company
- ▼ Any time after which a suitable workaround has been provided
- ▼ Programming or consulting issues out of the scope of application support
- ▼ Feature enhancement requests

³ An unplanned interruption to an IT Service or a reduction in the Quality of an IT Service. Failure of a Configuration Item that has not yet impacted Service is also an Incident.

- ▼ All time outside of contracted business hours
- ▼ Effective two-way communication is key. Cases without sufficient data may be returned to the customer for further clarification or documentation
- ▼ In the event that a restore from backup needs to be performed
- ▼ Hardware maintenance or time spent replacing or repairing hardware
- ▼ The incident is being reported in a protel version which is more than 6 months on the date that the incident is opened with support
- ▼ Failure to follow customer responsibilities described in section 9 of this document.

12 Scope of Technical Support

Unless otherwise agreed in your support contract, the following items are included in our standard support offerings:

- ▼ Application support for protel products where the sprint or version has been released within the past 6 months
- ▼ Assistance with user problems which occur during normal system operations
- ▼ Guidance with procedural and system capability questions
- ▼ Researching and reporting protel application defects to the development organization
- ▼ Assistance with the identification of changes or workarounds that may need to be performed by the customer to correct the incident being reported

13 Items not Covered by Support

Unless otherwise agreed in your support contract, the following items are not included in our standard support offerings. These services may be provided as part of a time and materials service. Please speak to your support agent or sales representative should you wish to engage protel to carry out any of these services:

- ▼ Reinstallation of protel software
- ▼ Changes to setup, configuration or database files to meet requirements that were not identified during the installation phase.
- ▼ Resolution of incidents or problems resulting from changes to the application, database or environment which were made by the customer or their agent.
- ▼ Training performed on site or via the phone
- ▼ Installation of new modules where a license code is required
- ▼ For premise based products, the reinstallation or restore of the application from backup
- ▼ Custom programming
- ▼ Generation of new reports
- ▼ Issues which are corrected in later software releases
- ▼ Correction or changes to documents such as registration cards, invoices or other such stationary
- ▼ Client installation
- ▼ Server, interface or client moves
- ▼ Installation of interfaces (EFT, Passport Scanner, KeyCards etc.) on other clients
- ▼ Troubleshooting issues in a local environment is out of scope for protel support.

14 Knowledge Articles and Tutorials

We offer an extensive [online help portal](#) (German language only). This will migrate to an English based knowledge portal during the course of 2018. A wide range of [video tutorials](#) are also available here.

15 Monitoring

The [current status for our cloud applications](#) can be viewed via our monitoring portal.

Cloud customers may subscribe to receive event notifications per email via this portal.

16 Case Closure

An incident may be closed by protel support based on the following criteria:

- ▼ The customer has been provided with the solution and acknowledges acceptance of the solution
- ▼ A fix or workaround has been provided by support and the customer accepts this workaround as a viable solution
- ▼ Confirmation that an incident is fixed in a future release or version
- ▼ Non response by the customer after a minimum of 3 attempts during 7 days
- ▼ Problems, change requests or other ticket types may be closed at the sole discretion of protel support.

17 Product Lifecycle

protel reserves the right to retire support for certain versions of supported applications. As a standard, protel will support the current version of a product and incidents which are reported in a sprint which is no older than 6 months. This ensures that customers will receive the best possible support and are able to take advantage of the latest features and security enhancements for our products.

18 Support Escalation Process

We are committed to solving every case in a timely manner. However, we recognise that at times, customers may experience problems that require a higher level of communication or interaction. If you are not satisfied with the current plan of action for an active issue, you may request that be escalated to management through speaking to the case owner or via your protel point of contact. You may also request to review the matter with a team leader.

The following actions take place when you request that an issue be escalated:

The support management team are notified of the situation. Where appropriate, the customer account manager will also be notified.

A review of the incident will be undertaken and a plan of action put in place in order to resolve your issue as quickly as possible.

The action plan will be communicated to the customer, including deliverables and timelines.

In the unlikely event that the above scenario does not lead to resolution, the customer may request to speak with the next level of management

Level 1 and first escalation point of contact:	Team Leader
Level 2	Support Director / Customer Care Manager
Level 3	VP Global Support

19 Definitions

This section defines some of the terminology used within this document.

Term	Definition
1st line support contract	Customers with a first line support contract may open tickets for generic handling issues (“how to”) as well as more complex application related issues,.
2nd line support contract	Customers with a second line support contract must complete their own initial incident triage before opening a pre-qualified service request.
Affecting	The term “affecting” means the business process cannot be performed using one of the functions which were designed to handle the process or the process speed seriously affects the operation.
Case	A unique item that is submitted to support organization for their attention and/or resolution. This may also be referred to a service request. After initial triage by the service desk, a case will be translated into either being an incident, a problem or a change request.
Development	Issues that are beyond the scope of the service desk (application related issues or “bugs”) will be escalated by support to the development teams.
EOD	End of Day or Night Audit process
Level 1 support	The first line of response within the service desk organisation. All inbound service requests will be processed, triaged and dealt with by our team of level 1 agents.
Level 2 support	Where level 1 can not resolve an issue or where specialist product knowledge is required, service requests will be forwarded to our specialist level 2 teams.
Resolution goal	The mean time it takes to resolve a service request. Expected resolution time will differ depending on the type of service request being opened and cannot be determined until the appropriate support specialist has reviewed the incident and selected the appropriate priority assignment.
Response time	This is the time in which protel support will acknowledge receipt of the issue to the customer.
Seriously affecting	The term “seriously affecting” means the business process cannot be performed using any available system function (i.e. “work around”) and therefore cannot be performed at all.
Service Request	See “Case”
Support	Overall support services provided by protel hotelsoftware GmbH
Update time	This is the estimated time in which during which a status (information) update will be provided to the hotel and where relevant, the intervals during which successive updates will be provided.
Urgency	The urgency of the ticket describes the impact that the customer places on the incident. This may or may not be in line with the priority which is defined by support based on the published matrix.
Incident	An unplanned interruption to an IT Service or a reduction in the Quality of an IT Service. Failure of a Configuration Item that has not yet impacted Service is also an Incident.
Problem	A cause of one or more Incidents.
Change	The addition, modification or removal of anything that could have an effect on IT Services. The Scope should include all IT Services, Configuration Items, Process, Documentation, etc.