

# **McLaren Support Centre**

## **Procedures & Contacts**



**MCLAREN**  
TECHNOLOGIES

Support Services



**DuVoice**

**NOMADIX**

**Jazz**  
FUSION

**fluide**

**IDEM**  
HOSPITALITY

McLaren Technologies Asia Pacific Pte Ltd

McLaren International Pty Ltd

[www.mclarenint.com](http://www.mclarenint.com)



# Customer Support Request

McLaren is committed to helping you generate higher revenues, reduce operating costs and increase customer satisfaction and engagement. In short, our goal is to help you achieve your goals. In order to accomplish this, we have outlined the level of service you can expect from the McLaren Support Team.

Support Services provided under this document are in accordance with Terms and Conditions described in the McLaren Support Agreement: [mclarenint.com/support-policy/](http://mclarenint.com/support-policy/)

**Support can be requested via Phone, Email, Online Customer Portal or Live Chat**  
 Support Case Numbers are used to track and monitor the Support Request

## Severity Level ONE (1) – IMPACT URGENT

### 2 HOURS RESPONSE TIME

Any situation that prevents core functionality of the entire service for the organization, a site or multiple groups. Any situation that prevents core functionality for multiple users where no useful work can be done and/or system inoperable. This can also be any issue that involves a site-wide security compromise.

LOCATION	CONTACT NUMBER
Singapore	+65 6722 0738
Hong Kong / Macau	+852 3014 0804
Malaysia	+60 3 2178 4817
Thailand	+66 2105 5713
Australia / NZ / Pacific	+ 61 2 8915 1359
Middle East / Africa	+ 20 2353 65811
South Korea	+ 82 26322 2730

## Severity Level TWO (2) – IMPACT IMPORTANT

### 12 HOURS RESPONSE TIME

A system function is experiencing downtime causing operational interruption and/or a failure of extended functionality where a work around is available. Any requests for new functionality, features or upgrades.

SERVICE	CONTACT
Email Support	support@mclarenint.com
Customer Portal	<a href="#">Customer Service Portal Introduction</a>
Live Chat	Available on McLaren <a href="#">Website</a>



# Customer Support Portal

To obtain a username and password, please contact the McLaren Support Centre:

[support@mclarenint.com](mailto:support@mclarenint.com)

Open the Customer [Self-Service] Portal in your browser [save to favorites]:

<https://emea.salesforce.com/sserv/login.jsp?orgId=00D200000006Un9>

Enter your username and password as provided via email.

## Customer Support Request Information

A Customer Support Request must include the following information. This can be conveyed via Phone/Portal/Email in accordance with Customer Support Request Section detailed above.

- Full name and position
- Property name and Location
- Phone number and/or email address with alternate contact details within the property
- Product module affected
- Time and date of problem detection
- Description of the problem and the resulting impact to the property

## Customer Support Overview

1

### Contact Us

Severity 1 - 24/7/365 – Phone/Email  
Severity 2 – During business hours - Portal/LiveChat

2

### Product Support

McLaren Product Specialists supporting the entire product portfolio

3

### Support & Resolution

McLaren 3<sup>rd</sup> Level Support and resolution via authorised channel



# McLaren Support Request Process

## General Problem

- Customers contact the McLaren Support Centre via Phone, Email, Online Portal or Live Chat in accordance with the Customer Support Request Section detailed above
- McLaren Support staff document the Support Request as per the Customer Support Portal Section detailed above and provide the customer with a Support Case ID
- The Support Case ID is used to track and monitor the Support Request
- When complete, McLaren Support staff close the case and respond to the Customer with an account of the resolution

## Modification, Addition or Change Request

- Customers contact the McLaren Support Centre via Phone, Email, Online Portal or Live Chat in accordance with Customer Support Request Section detailed above
- McLaren Support Staff document the Support Request and compile information relevant to the Modification, Addition or Change
- The Support Case ID is used to track and monitor the Support Request
- If required, McLaren provides the customer with a quote for the required work.
- If no quote is required, McLaren Support staff complete the Support Request, close the case and respond to the customer with an account of the resolution

Note: *Minimum time chargeable for on-site work is two (2) hours per person per visit*



# McLaren Customer Support Systems

McLaren Support Centre operates an on-line customised Helpdesk System provided by Salesforce.com. In addition a self-service Customer Portal is also powered by Salesforce and available online to customers.

Teamviewer and Zoom remote sessions are also utilised by McLaren Support Staff.

## McLaren Products – Vendor Contacts

COMPANY	PRODUCTS	EMAIL
Broadsoft	Jazz/Telemanager	<a href="mailto:jazzsupport@sddsystems.com">jazzsupport@sddsystems.com</a>
DuVoice	DuVoice Voicemail	<a href="mailto:support@duvoice.com">support@duvoice.com</a>
DoComo	Nomadix	<a href="mailto:support@nomadix.com">support@nomadix.com</a>
Idem Hospitality	Idem Group/Events	<a href="https://www.idemlabs.com/contact">https://www.idemlabs.com/contact</a>

# McLaren Business Locations & Facilities

## McLaren Technologies Asia Pacific Pte Ltd



111 North Bridge Road  
 #23-05, Peninsula Plaza  
 Singapore 179098

Tel: +65 6222 4849  
 Fax: +65 6722 0738

## McLaren International Pty Ltd



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 220 George Street, Sydney  
 2000, NSW, Australia

Tel: +61 2 9251 4477  
 Fax: +612 8915 1358