McLaren Support Centre

INTELITY Support Procedures

McLaren Technologies Asia Pacific Pte Ltd

McLaren International Pty Ltd

www.mclarenint.com

Customer Support Request

McLaren Technologies 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. To do so, we are working closely with INTELITY to ensure all Support services are streamlined, making it more efficient.

Exceptional Availability

Our goal is to provide a 99.9% application up time over the span of the agreement excluding predetermined maintenance windows, as well as network and other potential outages outside of the control of McLaren/INTELITY.

Data Security

McLaren/INTELITY will employ security methods and procedures in accordance with current company privacy policies, as well as industry best-practice standards. As standard practice, all guest tablets will have restrictions enabled to the extent provided by the hardware and OS platforms to prevent guests from accessing device configuration settings.

Alerts and Advance Notifications

McLaren/INTELITY will make every reasonable effort to provide advance communication regarding scheduled server maintenance or security changes that may affect usability of the INTELITY system. McLaren will provide communication regarding all system updates and reserves the right to determine criteria indicating the need for any application update/upgrade and its implementation.

Customers are expected to report any planned changes/modifications to their internal systems or the local environment that may affect the functionality of any installed McLaren/INTELITY systems notification to be received at least 1 week in advance of such changes. This includes, but is not limited to, any hotel system upgrades, internal network or Internet service changes or routine maintenance. Notification of such changes less than one week in advance may result in additional support charges to the Client depending upon the remediation work required on McLaren/ INTELITY's side to restore services.

Customer Support Information

Support can be requested via Phone, Email or Online Help Portal. Case Reference numbers are used to track and monitor the Support Request.

Contact Us

Method	Details	Description
INTELITY Help Centre (Portal)	http://support.intelitycorp.com	Primary method to request technical support 24x7, 365
Main Telephone (INTELITY)	+1-888-REVPAR-1 (+1-888-738727-1)	Optional method to reach INTELITY during *Standard Office Hours*
Email Address **(Urgent)**	ice.urgent@intelity.com	Sending an email to this address will automatically generate an **urgent** support ticket in the Help Centre. Please see below for related SLA*
Email Address (Non-Urgent)	support@intelity.com	Sending an email to this address will automatically generate a non-urgent support ticket in the Help Centre. Please see below for related SLA*
Account Management	intelity@mclarenint.com	McLaren Support team will respond with a case reference number and follow up. Please see below for related SLA*
Main Telephone (McLaren Technologies)	+65 6722 0738	Optional method to reach McLaren Technologies during Standard Office Hours

*SLA = Service Level Agreement

Contact Us

Method	Details	Description
Support Hotlines (McLaren Technologies)	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 China +86 21 8011 9466	Optional method to reach McLaren Technologies during Standard Office Hours for our regional customers
Live chat (McLaren Technologies)	www.mclarenint.com	Optional method to reach McLaren Technologies during Standard Office Hours
Standard Office Hours (INTELITY)	Monday through Friday 8:30AM to 6:00PM US Eastern time	INTELITY is headquartered in Florida, Orlando
Standard Office Hours (McLaren Technologies)	Monday through Friday 9:00AM to 5:30PM Singapore time	McLaren Technologies Support Centre is based in Singapore

Service Level Agreement

All issues with any of our ICE products, will be addressed according to the following priority levels:

Priority	Definition	Reporting Window	Acknowledgement
URGENT	Property-wide system usability of the INTELITY application or its integrations are down Examples: ICS not accessible to any hotel users, PMS integration failure, failed notifications across property, property-wide app failure.	24 hours a day/ 7 days a week	15 minutes or less

Priority	Definition	Reporting Window	Acknowledgement
NON-URGENT	Any technical issue that is not related to a property-wide outage. Examples include: Devices that will not connect to the ICS, application crashes, wireless connectivity issues and device configuration assistance.	Weekdays 8:30AM to 6:00PM US Eastern time	45 minutes or less
NON-URGENT AFTER-HOURS	Any technical issue that is not related to a complete outage. Examples include: Devices that will not connect to the ICS, application crashes, wireless connectivity issues and device configuration assistance.	Standard business hours - 8:30AM to 6:00PM US Eastern time (Monday through Friday)	Follow-up by 10:00 AM next business day
ACCOUNT MANAGEMENT	Any queries relating to content or general enquiries. Examples include: Updating of Information, creating of new content/links/menus, adding new request items and images.	Standard business hours - 9:00AM to 5.30PM Singapore time (Monday through Friday)	Follow-up by 10:00 AM next business day

Customer Support Request Information

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

Details

- Full name and position
- Full 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

• Screenshots of the app, or scans of the supporting documentation (Example POS tickets/dockets) to support the reports

Support Request Process

• Customers contact Support via Phone/Portal/Email in accordance with the Customer Support Information detailed above

• Support staff documents the Support Request and provides the customer with a Support Case ID

• The Support Case ID is used to track and monitor the Support Request

• When completed, Support staff will close the case and respond to the Customer with an account of the resolution

Business Locations & Facilities

MCLAREN TECHNOLOGIES

MCLAREN TECHNOLOGIES ASIA PACIFIC PTE LTD
111 North Bridge Road
Peninsula Plaza, #23-05
Singapore 179098

Phone: +65 6222 4849

MCLAREN INTERNATIONAL PTY LTD

Suite 3, Level 9
84 Pitt Street
Sydney NSW 2000,
Australia

Phone: +61 2 9251 4477

INTELITY

West Coast
600 Wilshire Blvd. Suite 700
Los Angeles, CA 90017

East Coast
7335 W Sand Lake Rd. Suite 210
Orlando, FL 32819

Europe
Dmytrivska 44A Str. 4 floor
Kyiv, Ukraine 01054