

McLaren Support Centre

Procedures & Contacts



MCLAREN
TECHNOLOGIES

Support Services



DuVoice

NOMADIX®

JAZZWARE

fluide

nevaya. hotelgenie = SoftBank Robotics

McLaren Technologies Asia Pacific Pte Ltd

McLaren International Pty Ltd

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/

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 3158 5066
Hong Kong / Macau	+852 5803 6997
China	+ 86 21 8011 9466
Australia / NZ / Pacific	+ 61 2 8915 1359

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	Customer Service Portal Introduction
Live Chat	Available on McLaren Website



Customer Support Portal

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

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 3rd 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
Jazzware	Jazz/Telemanager	support@jazzware.com
DuVoice	DuVoice Voicemail	support@duvoice.com
DoComo	Nomadix	support@nomadix.com
Nevaya	Nevayaone / Nevaya cast / Nevayatv	support@nevaya.co.uk
HotelGenie	Softphone	support@HotelGenie.App
Softbank	Robotics	au-support@softbankrobotics.com

McLaren Business Locations & Facilities

McLaren Technologies Asia Pacific Pte Ltd



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McLaren International Pty Ltd



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