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## Micros South Africa | An Adapt IT Company Enterprise Management Services Guide

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Welcome to the Adapt IT - Micros Enterprise Management services guide. This document describes the Enterprise Management services you have purchased from Micros South Africa and explains how to best utilise them.

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## 1. Menu change process

- 1.1. The menu change type is defined as per the “**Change Request**” column in the table below.
- 1.2. The applicable notice period is defined as per the “**Notice Period**” column in the table below.
- 1.3. We will make the changes and test them using the User Acceptance Testing environment within time frame defined in the “**Testing**” column in the table below.
- 1.4. You need to sign off on the changes made within the applicable time frame as detailed in the “**Sign off by Client**” column below. If the sign off is delayed by you, we reserve the right to extend the go live date.
- 1.5. All files will be published as per the “**Publish files**” column prior to the go live date.
- 1.6. An email will be sent as per the “**Email notification to stores**” column to all recipients detailing all changes, download / update instructions and describing any training that may be required in store at time of publication.
- 1.7. It is the store’s responsibility to connect to the internet and receive the update.
- 1.8. We will send email notification to the relevant parties as per the “**Non received sites follow-up**” column, reflecting which stores have received the update and which ones have not.
- 1.9. We recommend that two email addresses are supplied for all communications regarding updates.
- 1.10. A list of stores that have not received the update after the go live date will be sent to the relevant parties daily until all stores are complete.
- 1.11. A Store that experiences a problem receiving the files must log a call with our support desk. The call will be logged as a priority 2 case.
- 1.12. Once the update is deployed, the database will be placed in lock-down mode. No other changes will be deployed until the live date of the relevant update has taken place and deemed successful.

## 2. Changes requests

- 2.1. Change requests cases logged by individual stores requesting change requests will be forwarded to the relevant parties for authorisation prior to the implementation of any of the requested changes.
- 2.2. Once approval for the requested changes are received, all changes to be made will be governed by the applicable table below.
- 2.3. The SLA time will deem to have started once approval for requested changes are received.

## 3. Connectivity to the stores

- 3.1. A broadband connection is essential for the smooth deployment and receiving of the files.
- 3.2. It is your responsibility to ensure that your server always has internet access in order to receive the files and for remote software support.
- 3.3. Should the store not have internet connectivity you must supply us with an email address to send your store files to. It is then such third party’s responsibility to get the files to the store and run the receive process.
- 3.4. We will use an FTP tool and internet connectivity to transmit the data files to and from the stores, this is a best efforts service and there is no guarantee of successful file delivery.
- 3.5. Should you request us to manually get the files to store, all relevant transportation and labour costs will be for your account.

#### 4. General

- 4.1. The more detailed and accurate the change request the more likely the changes will be accurate and to your expectations.
- 4.2. Thorough testing is critical to successful and accurate changes, in the cases where changes are required to be made in periods shorter than those detailed in below tables the quality of the testing may be compromised.
- 4.3. Your participation in and contribution to the testing process is of great value to us and the user base.
- 4.4. Stores with broadband connection will automatically check for updates and receive them as part of an automated process running in the background.
- 4.5. Should additional changes be deployed, or a file not been received by the automated process it is the stores responsibility to manually run the "Receive" autosequence from the autosequences and Reports application.
- 4.6. Stores with dial up connections will have to connect to the internet manually and then run the "Receive" Autosequence from the autosequences and Reports application.
- 4.7. All request for changes must be emailed to changes@micros.co.za from Monday to Friday during working hours where you will be notified of the timelines for your change within 8 working hours.
- 4.8. All requests for changes received after 3pm will be regarded as having been received on the following day.
- 4.9. Enterprise Administration Services will be done during office hours (Mon – Fri 8am to 4:30pm) (Excluding Emergency Changes).
- 4.10. Emergency Changes should be sent to changes and telephonically confirmed to have been received by your administrator or account manager.
- 4.11. We will back up the Database daily.
- 4.12. This is backed up to our network which is in turn is backed up to a tape drive.
- 4.13. The standard escalation procedure as published in the Support Services Guide is to be followed should a problem arise, or an Emergency Change is needed.

## 5. Enterprise Management - Estate using RES and Symphony

Change request	Response to mail from changes	Notice period	Testing	Sign off by Client	Publish files	Email notification to stores	Non received sites follow-up	Follow up until there is no stores outstanding
Major changes - 50 and more configuration changes	8 Working hours	15 business days	10 days before go-live	7 days before go-live	6 days before go-live	3 days before go-live	1 day before go-live	Every day after live day
Major Price change - 50 and more	8 Working hours	10 business days	7 days before go-live	6 days before go-live	6 days before go-live	3 days before go-live	1 day before go-live	Every day after live day
Normal Change 50 - 15 configuration changes	8 Working hours	10 business days	7 days before go-live	6 days before go-live	4 days before go-live	3 days before go-live	1 day before go-live	Every day after live day
Minor Changes 15 or less	8 Working hours	5 business days	4 days before go-live	3 days before go-live	3 days before go-live	3 days before go-live	1 day before go-live	Every day after live day
Minor price change - 15 or less	8 Working hours	5 business days	4 days before go-live	3 days before go-live	3 days before go-live	3 days before go-live	1 day before go-live	Every day after live day
Location Marketing 5 or less (DV)	8 Working hours	5 business days	4 days before go-live	3 days before go-live	3 days before go-live	3 days before go-live	1 day before go-live	Every day after live day
Emergency changes 5 or less	Phone account manager/Exec	24 hours	12 Hours	NA	6 Hours	6 hours	On the day	Every day after live day

## 6. Enterprise Management - Estate using Symphony exclusively

Change request	Response to mail from changes	Notice period	Testing	Sign off by Client	Publish files	Email notification to stores	Non received sites follow-up	Follow up until there is no stores outstanding
Major changes - 50 and more configuration changes	8 Working hours	10 business days	5 days before go-live	2 days before go-live	N/A	2 days before go-live	1 day before go-live	Every day after live day
Major Price change - 50 and more	8 Working hours	5 business days	2 days before go-live	1 day before go-live	N/A	1 day before go-live	1 day before go-live	Every day after live day
Normal Change 50 - 15 configuration changes	8 Working hours	5 business days	2 days before go-live	1 day before go-live	N/A	1 day before go-live	1 day before go-live	Every day after live day
Minor Changes 15 or less	8 Working hours	4 business days	2 days before go-live	1 day before go-live	N/A	1 day before go-live	1 day before go-live	Every day after live day
Minor price change - 15 or less	8 Working hours	4 business days	2 days before go-live	1 day before go-live	N/A	1 day before go-live	1 day before go-live	Every day after live day
Location Marketing 5 or less (DV)	8 Working hours	4 business days	2 days before go-live	1 day before go-live	N/A	1 day before go-live	1 day before go-live	Every day after live day
Emergency changes 5 or less	Phone account manager/Exec	24 hours	12 Hours	N/A	N/A	6 hours	On the day	Every day after live day