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[Micros.co.za](http://Micros.co.za)



# Micros South Africa

An Adapt IT Company

## Support Services Escalation Guide

## Logging Calls

### Option 1: Call the Micros Support Centre on one of the following numbers

- **+27 (0) 11 745 5320**

A call log number will be given when you log a call. **NB! Please write down your call log number.**

Please note that we are reliant on Telkom for these lines to be operating, should you have any issue getting through please use the escalation process highlighted below.

### Option 2: Log a call via email

For non-urgent issues, you may send an email with a full description of your problem to:  
[micros.support@adaptit.com](mailto:micros.support@adaptit.com) You will receive an automated email reply with your call log number.

To: support.

Subject: Full Store Name

Body: Product being used, detailed description of the problem and all your contract details.

We will register calls in our CRM system from incoming e-mail within 24 hours, so this route is only recommended for low priority calls.

## Escalating Issues

### Step 1: Contact the Support Supervisor on duty

Please contact the support numbers above and enter your valid reference number, if the case is 50% over the allocated SLA time the call will then go to an escalation supervisor. Alternatively you can email them directly on:

[microsupervisor@AdaptIT.com](mailto:microsupervisor@AdaptIT.com) or [Opera\\_Supervisor@adaptit.com](mailto:Opera_Supervisor@adaptit.com)

(please include your call log number and store name in the subject line of the email)

## Step 2: Contact the Support Centre Manager

If you need to take your call further, you may contact a Support Manager. Please have your log number available.

Micros Support Manager  
Victor Mmuroa  
[Victor.Mmuroa@adaptit.com](mailto:Victor.Mmuroa@adaptit.com)  
+27 (0) 83 449 3240

Assistant Micros Support Manager  
Andre Burton  
[Andre.Burton@adaptit.com](mailto:Andre.Burton@adaptit.com)  
+27 (0) 83 405 0853

Assistant Opera Support Manager  
Shirley Kgaswe  
[Shirley.Kgaswe@adaptit.com](mailto:Shirley.Kgaswe@adaptit.com)  
+27 (0) 78 298 9653

## Step 3: Contact a Micros Executive

Operations Manager - Micros:  
Don Cockcroft  
[don.cockcroft@adaptit.com](mailto:don.cockcroft@adaptit.com)  
+27 (0) 83 405 0850

Operations – Opera:  
Thelma Sihadi  
[thelma.sihadi@adaptit.com](mailto:thelma.sihadi@adaptit.com)  
+27 (0) 83 258 5008

Development Manager:  
Benjamin Duxbury  
[benjamin.duxbury@adaptit.com](mailto:benjamin.duxbury@adaptit.com)  
+27 (0) 82 452 0087

Marketing and Partnership Manager(CPT Branch):  
Kirsty Blaauw  
[kirsty.blaauw@adaptit.com](mailto:kirsty.blaauw@adaptit.com)  
+27 (0) 83 417 0181

Information Systems Services Manager  
Sifiso Zakwe  
[sifiso.zakwe@adaptit.com](mailto:sifiso.zakwe@adaptit.com)  
+27 (0) 82 769 7736

Micros Divisional Executive:  
Reginald Sibeko  
[reginald.sibeko@adaptit.com](mailto:reginald.sibeko@adaptit.com)  
+27 (0) 83 405 0833