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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 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 or 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
+27 (0) 83 449 3240

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

Opera Support Manager
Shirley Kgaswe
Shirley.Kgaswe@adaptit.com
+27 (0) 78 298 9653

Step 3: Contact a Micros Executive

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

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

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

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

Support & Information Systems Services
Sifiso Zakwe
sifiso.zakwe@adaptit.com
+27 (0) 82 769 7736

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