



Opentec Passport ID Scan 24x7x365 Support

1. Thank you for choosing Opentec Passport ID Scan Solution for your Hotel

2. Opentec Hospitality industry Clinets are eligible for 24 x 7 x 365 days dedicated support. The folloing are contacts details of Opentec dedicated support team who will assist you at all time. you can reach them via phone, email or whats app. To esnure that your get uninterrupted support from our team, please esnure that you have a valid support agreement in place. Clients who has purchased new solutions are elegeble for 1 year free support.

Name: **Shiney Mathias** Mobile: **+971 54 3550 854** email: **helpdesk@opentecme.com**
 Name: **Divya Perumal** Mobile: **+971 50 912 3506** email: **support@opentecme.com**
 Name: **Fasil Vakkayl** Mobile: **+971 50 158 9013** email: **customerservice@opentecme.com**

3. If you have purchased your hardware recently, you are eligible for 1 year free support. Please have our invoice number of Delivery order number ready before you contact support team and the have the following information are ready.

Passport Scanner Device Make/Model:
Quantity:

4. For any reason if you are not satisfied or happy with your support call or ticekt, please escalate the matter immidiately to the following senior members:

Awais Tayab - Snr. Support Engineer Mobile: **+971 56 480 5722** Email: **awais@opentecme.com**
Rushan Baleen - Sales Manager Mobile: **+971 50 622 9252** Email: **rushan@opentecme.com**
Mohamed Aman - Director Mobile: **+971 50 433 6760** Email: **aman@opentecme.com**

5. If you need to purchase new hardware or solutions, please email your requirements to sales@opentecme.com or call on : +971 50 622 9252 or office: +971 4 28 222 63

6. Do you have a preferred date for installation? Please note, while every effort is made to accommodate these requests, we cannot guarantee it. Please contact our support team on Tele: +971 4 28 222 63 to arrange the installation and user training dates.

Users:

For Clients using solutions for Dubai DTCM and Oman ROP E-visa Solution

