

INFORMATION TECHNOLOGY SERVICES MANAGEMENT SYSTEM POLICY

Protel Bilgisayar A.Ş. provides training installation and support services for hospitality sector, as a local partner for Oracle Hospitality Inc. It also produces software systems and integration to e-invoice/ e-archive/e-ledger infrastructure for these software. It also continues its operations of routine maintenance; supply and sales of spare parts and consumables within the confines of Hardware and Maintenance Agreement to secure its customers to use all their products with the utmost efficiency.

Protel Computer Inc. may acquire the data, applications, private installation information, services requirements of the institutions it serves. Therefore it has the responsibility to secure all the data, which belongs to its customers, partners, employees or employees of these aforementioned third parties.

To meet all these expectation of Information Technologies Service Management System; Protel Bilgisayar A.Ş. employs has a knowledgeable, experienced, self-sacrificing constantly evolving, customer focused team working with the spirit of dedication. This team is in a constant effort to improve the quality of service, to prevent or minimize the effects of security infringements that may occur, and to reduce the loss of business to the lowest possible level. The team maintains awareness of service management and standards within itself far this endeavour sustainability.

METİN ARGHAN
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