



Oracle MICROS Symphony

Built with food and beverage needs in mind, Oracle MICROS Symphony is a transaction platform that delivers the technology hotels and casinos need to run successful restaurants on property. From food trucks to fine dining, Symphony makes it easy to serve guests, attract locals, and keep food and beverage revenue flowing.



Robust point-of-sale system, built for restaurants

POS SOFTWARE THAT WORKS HOW YOU WORK

Your restaurant team needs to focus on running the business, not IT. That's why we've built our solution to complement how teams work, making our technology a natural part of their day-to-day, whether they are taking orders or preparing them. Behind that easy-to-use interface is a powerful and industry-tested software solution that capitalizes on every touchpoint, mining practical insight from key analytics to help achieve business goals.

FLEXIBLE AND CONSISTENT, CLOUD OR ON PREMISE

Operating in the cloud gives your business the flexibility to easily and quickly light up technology and deliver a consistent customer experience without costly infrastructure and IT investments. With cloud-based Oracle MICROS Symphony, onsite servers aren't necessary, reducing time and resource expenditures associated with maintenance and support. Additionally, cloud increases restaurant speed and agility, accelerating time to market for new menu items, promotions, and payment and service innovations.

But what about when the internet goes down? With Symphony's offline functionality, your restaurant can keep running seamlessly, even when connectivity is lost. Not ready to move to the cloud? We offer the exact same software for on-premise deployments.

MOBILE AND MODERN DESIGN ELEVATES GUEST ENGAGEMENT

Technology shapes the world we live in today, and in many ways, has changed how restaurants and guests interact with each other. Our mobile solution responds to how customers want to do business today and gives them the freedom of self-ordering and mobile payment methods that increase engagement. Our modern interface also

creates compelling content, such as pictures of daily specials, social media, local weather updates, and even a list of upcoming events at your hotel or casino.

Employee-facing features, such as Table Management, also enhance the guest restaurant experience. Table Management enables staff to take reservations, create a waitlist, design a customer table layout to match your restaurant, and keep track of dining status. Hosts can easily assign guests to a table, start a check, and even leave a note for the server. If the restaurant is also using Oracle MICROS Kitchen Display Systems, table and meal statuses are updated directly in Table Management, enabling hosts to accurately estimate and communicate wait times to guests.

BETTER DECISIONS WITH REAL-TIME DATA

The more information you have about restaurant operations, the better service you can provide. Oracle MICROS Symphony provides the ability to organize and consolidate business-critical data, such as sales, employee performance, kitchen efficiency, menu item engineering and more, into easy-to-view reports and dashboards.

And to manage operations on the go, Oracle MICROS InMotion Mobile app, available for both iOS and Android, allows managers to keep track of sales and forecasts, and even receive alerts for high voids, discounts, and other exceptions-based behavior – all from their smartphones.

SIMPLY CENTRALIZED

From one property to thousands, Oracle MICROS Symphony allows changes to be made centrally. Need to update a menu item across the enterprise? Done. Need to update a price only at your eastern locations? Done. Need to update a single discount in one restaurant, but only in the bar? No problem. Need to send a new configuration to your lab to be tested? Easy as pie. With Symphony's enterprise architecture, changes can be made from anywhere, without having to bring in IT staff at each location to do the configuration. And changes can be scheduled in advance, sparing F&B managers from scrambling to program a holiday special. Simply set them, schedule them, and forget them.

INNOVATION THROUGH INTEGRATION

Oracle MICROS Symphony gives restaurants the ability to remain at the forefront of innovation. The cloud enables new features and functionality to be introduced rapidly, without lengthy rollouts.

Symphony is more than a point of sale – it's a platform, a jumping off point from which hotels and casinos can build an entire solution to perfectly suit their business and their guests. Through partnerships with third-party solutions – such as mobile payments and mobile ordering – latest innovations can be quickly integrated, bringing ideas to market much faster. Already have a team of technology wizards on staff? Our APIs are publicly available, which means teams can get straight to work innovating from the ground up.

HARDWORKING HARDWARE

Unlike other software providers, Oracle MICROS delivers sturdy, smart, and stylish hardware, built with the hospitality industry in mind – and specifically for our platform. From top-of-the-line fixed workstations built to run multiple operations, to small fixed workstations perfect for outdoor or portable bases, to tablets that make F&B operation mobile and interactive, our hardware tackles just about every task.

Made to withstand heat, cold, moisture, dirt, and even flying objects, these devices are ready for the rigors of hospitality – and can operate virtually anywhere, whether it's a kitchen, nightclub or pool bar.

BETTER TOGETHER

When point-of-sale and property management systems share vital information, it makes for an unrivaled guest experience. Oracle Hospitality provides Symphony and OPERA platforms, built with the hospitality industry – and each other – in mind, ensuring staff members are equipped with all the technology they need to create an unforgettable guest experience for everyone who walks through the door.

CONNECT WITH US

For more information about Oracle Hospitality and its related products, visit oracle.com/hospitality or call +1.800.ORACLE1 to speak to an Oracle representative.

 blogs.oracle.com/hospitality

 facebook.com/OracleHospitality

 twitter.com/OracleHosp

Copyright © 2020, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

This device has not been authorized as required by the rules of the Federal Communications Commission. This device is not, and may not be, offered for sale or lease, or sold or leased, until authorization is obtained.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0120

Disclaimer: This document is for informational purposes. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, timing, and pricing of any features or functionality described in this document may change and remains at the sole discretion of Oracle Corporation.

