



# Oracle MICROS Symphony for Cruise

Simphony is the premiere hospitality POS platform providing a resilient solution with cloud and on-premise deployment options. Simphony serves a wide range of F&B operations on ocean cruise liners with thousands of workstations, yet is very flexible to scale down to smaller river vessels. It is fully integrated with Oracle Hospitality Cruise Shipboard Property Management (SPMS).



Oracle Workstation 8

## MODERN AND MOBILE

Elevate guest experience throughout the ship with Simphony mobile devices for every staff member, featuring the new Oracle HHT500 handheld device. Allow customers the freedom of ordering food and drinks from anywhere onboard, identifying with their cruise card or wearable, and charging to their folio. Oracle MICROS Compact Workstation 300 Series and Oracle Workstation 8 series hardware offerings are sleek, modern, rugged, and easy to set-up and use.

## API FIRST – THE SIMPHONY PLATTFORM

Oracle Simphony offers open APIs to facilitate seamless integration and enhance the capabilities of the Simphony POS platform. Self-ordering systems and mobile guest-facing apps use the transaction-service API to manage checks and process transactions directly from your passengers mobile devices.

Automate processes, streamline your workflows, and reduce manual effort. Dive into real-time data insights with Simphony cloud and the new business intelligence API, enabling your team to make informed decisions based on transactional data. Your business will get smarter with our new cloud-based and premise-based APIs.\*

\*Please note that cloud-based APIs require Simphony cloud deployment, such as STS Gen2, BI-API and content and configuratiron API.

<https://www.oracle.com/food-beverage/restaurant-pos-systems/pos-integrations/next-gen-api-for-restaurant-pos/>



## INTEGRATION WITH SHIPBOARD PROPERTY MANAGEMENT

Integrate Symphony with Oracle Hospitality Shipboard Property Management System (SPMS) to significantly enhance guest interactions and transactions, enabling guests to enjoy a completely cashless experience onboard. Everything from room service to pool bar drinks and evening dinners is charged directly to their folio using their name, cruise card, or wearable. Apply discounts, sell, or consume drink packages—and more—directly to the guest's account, making transactions frictionless for staff and creating a smooth, single-invoice payment experience for guests.

<https://www.oracle.com/hospitality/products/cruise-shipboard-property-management.html>

## DIGITAL PRODUCTION MANAGEMENT (KDS)

Equip your kitchen with the industry's most durable all-in-one kitchen display system (KDS). The Oracle MICROS Express Station 400 is simple to install and is purpose-built with long-life embedded components to withstand excessive exposure to heat, humidity, grease, liquids, and heavy use.

Optimize kitchen and bar ordering workflows, food quality, and speed of service. Prioritize color coded orders and updates from the Symphony POS solution and mobile ordering apps in real time. Use predefined cook timings to break down each order, prioritize preparation tasks, and automatically alert kitchen staff about ticket times that have exceeded your outlets standards. KDS on cruise ships helps you to digitize your specialty dining and quick-service workflows.

<https://www.oracle.com/food-beverage/restaurant-pos-systems/kds-kitchen-display-systems/>



## STREAMLINE FOOD AND BEVERAGE OPERATIONS

Simphony was designed to serve and enhance food and beverage operations. It features a multitude of functions create specifically for hospitality, including:

- **Improved accuracy and speed of service with conversational ordering.** Orders can be entered into Simphony in the sequence that they are given, greatly simplifying the ordering process, so that the crew can have a real conversation with your guests, instead of just being the order-taker.
- **Increased order entry speed with automatic combo recognition.** Simphony automatically recognizes combo meals on items ordered, calculating speed pricing to ensure discounts are never missed, and improving order entry time.
- **Accurate food delivery with seat management.** Any staff member can deliver orders to a specific seat at the table, no matter who entered the order.
- **Sail Safely.** Simphony can safeguard you can from selling alcohol to minors or charging to a blocked folio by identifying each guest for every transaction.

## HYBRID SOLUTION – CENTRALIZED MANAGEMENT

Simphony provides food and beverage operations with a centralized solution for simplified, agile management and control. Every terminal within the enterprise can be updated from a central location—giving you complete control over menus, pricing and promotions. This enables a consistent guest and brand experience, while removing your dependency on a property expert on every ship who understands how to make changes. Simphony has been built with a hybrid approach, providing

seamless POS operations on board within your local network, regardless of connectivity to the Symphony servers or cloud environment for hours and even days.

### **REAL-TIME REPORTING AND ANALYTICS**

Combined with Oracle MICROS Reporting and Analytics, Symphony organizes and consolidates business critical data into easy-to-view reports and dashboards in real time. Reporting and Analytics gives cruise operators access to real-time performance data onboard, helping management make informed business decisions. The latest Symphony cloud version provides telemetry services to monitor your enterprise POS environments

### **OPERATE YOUR DESTINATION**

If you operate your own island, Symphony Island Point of Sale helps you manage charges to guest folios, even if multiple ships dock at the same time. Guests just need their cruise card to identify, and Symphony will post to the correct ship, even allowing them to consume packages.

## READY TO EMBARK ON YOUR SIMPHONY LEARNING JOURNEY?

Our comprehensive e-learning courses empower your teams to unlock the full potential of Symphony POS. E-learning helps onboarding new crew members and supports your F&B teams training needs. Immerse team members in guided video tours and hands-on exercises. Enable your team to learn at their own pace, whether they are a seasoned 'Symphony professional' or just starting out.

<https://learn.oracle.com/ols/learning-path/beginners-symphony/77902/77905/>

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