*S*imphony™ White Paper

The first MICROS Software as a Service (SaaS) hospitality solution, leveraging from a service oriented architecture (SOA)

Product version: 1.5

Whether your business consists of a large, single-site operation or multiple locations and concepts, a centralized point-of sale (POS) System that is built on Service Oriented Architectures (SOA) and utilizes on-demand applications is a viable option that can reduce costs, increase control and provide greater flexibility.

SOA consists of Web-based services that communicate with each other in order to deliver functionality that consolidates system management and provides full integration to disparate environments. Tools written to take advantage of the Web services support integration to the various applications in use at the store level, in addition to the enterprise financial system used to manage the entire business. The result is a system that is substantially flexible; highly scalable; and, coupled with a hosted environment, extremely reliable.

With SOA, services can be run on distributed platforms and accessed across networks. Users have the ability to implement a service centrally that is accessed by thousands of workstations or they can distribute the service to run at each property where it is only accessed by the local workstations. Ultimately, SOA enables users to scale the system for an optimal fit rather than implementing a packaged solution set that may or may not include all the services required for their particular business.

S*i*mphony™ is designed for:

- Table Service Restaurants
- Quick Service / Quick Casual Restaurants
- Retail Outlets
- Hotels and Resorts
- Travel Plazas and Airports
- Institutional Dining

Why S*i*mphony™

- Reduced Property Level Hardware Investment
- Reduced Systems Maintenance and Management Costs
- Reduced Property Level Training Costs
- Shift Costs Related to Customization
- Reduced Downtime and Outages
- Improved Operational Efficiencies
- Stand Alone resilient operations ensure business continuity

S*i*mphony™ Enterprise POS Solution

S*i*mphony™ can handle a multi-property POS configuration consisting of thousands of workstations, as well as scale down to smaller single property configurations. It is fully capable of supporting thousands of workstations generating terabytes of sales data, and its web based reporting solution minimizes the technology footprint on the property. Content Text

Enterprise Management Console

The S*i*mphony™ Enterprise Management Console is a web-delivered application that provides centralized management capabilities. Menu items, employees, touch screens, revenue centers, and properties are just some of the items that may be updated, inserted, or deleted within the system. These changes are made in a central database and then distributed to the locations that were updated.

The EMC is downloaded and installed to any user's desktop via a web service. All updates via service packs will occur automatically and are sent down using the web service. This offers an immediate cost savings to an organization, eliminating manual software installation and much of the ongoing management required of the client/server applications. EMC offers a number of simplified search and configuration wizards to assist in frequently used database programming tasks such as employee and menu item additions. These wizards allow database records to be created by selecting an existing item as a template, modify the original name and characteristics, and publishing the changes to the database. Items may be added property wide or to specific revenue centers.

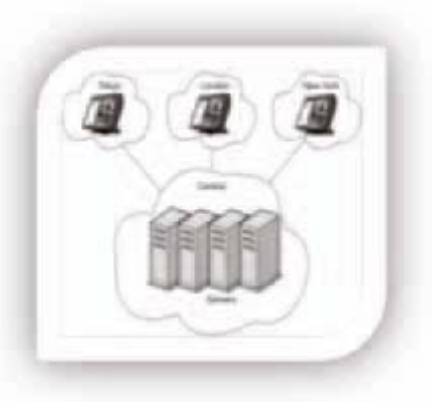
One of EMC's most powerful features is its ability to copy data from an existing revenue center to another one or even copy a whole property. When deploying similar concepts or identical properties, this feature greatly reduces the amount of time required to configure the new outlets.

Ready for the Enterprise since Day One

- Not a property Based Solution that has been Scaled Up
- Operates over a WAN, LAN or Public Internet
- Implemented Using a Service Oriented Architecture (SOA

The Most Scalable POS Solution Ever Built

- 1 to 20,000 (or more!) Workstations…
- Centralized Installation, Local Deployment
- No On Property Servers Required



Deployment Options:

- Traditional Software Purchase w/ MICROS Hosting
- Software as a Service (SaaS)
- Self Hosted

S*i*mphony™ Client

The S*i*mphony™ Client was designed to provide maximum functionality during times when the central database is not available. Due to the service oriented architecture of S*i*mphony™ the lines have been blurred between traditional online and offline functionality. The client will use any service it can see on the network. By not being totally reliant on the central servers - kitchen display systems, remote and local printing, credit card processing and even room posting can still occur while the datacenter is unavailable. S*i*mphony™ clients can even share check data while offline, allowing a check that was opened on one workstation to be worked on from a different one.
In addition to the unparalleled resiliency, the S*i*mphony™ client offers a flexible touch screen that can be configured to meet the needs of the operation. Each outlet may have different touch screen styles including different key layouts, bitmaps, and color schemes all using the same client software. The client is designed to run on Windows CE, POS Ready 2009, XP, or Mobile Clients. There is no requirement for an onsite server to run the Simphony™ clients.

MICROS recommendations for running the S*i*mphony™ client on non-MICROS hardware are as follows:
Minimum of 1GB RAM

- Retail workstations requiring over 100,000 items require a minimum 2GB RAM
- Intel Atom N450 Processor or greater
- Drive Storage 4GB Minimum (may be hard drive, UDOC or CF)

S*i*mphony™ offers comprehensive hosted POS functionality

Although S*i*mphony™ may be implemented at a single property, the true value can be found in its ability to scale to a business with thousands of workstations spread over many locations. This Software as a Service solution can be hosted using MICROS-Fidelio's Frankfurt datacenters, or it can be self-hosted by a customer. The Enterprise Management Console allows for the management of the entire system from within a single application. Users are able to create and define the parameters of the enterprise, locations and revenue centres from any PC that has access to the central server, thus allowing local users to make changes to their configuration if necessary.

The hosted POS S*i*mphony™ Enterprise Suite includes:

- Enhanced Retail Functionality
- eBusiness Solutions integration
- Tiered pricing
- Paperless kitchen solutions
- Kiosk
- Enterprise maintenance
- Property maintenance
- Hand-held support
- Gift card support
- Credit card support

Apart from POS functionality, S*i*mphony™ also provides sales and cost reporting capabilities via the web-based mymicros.net solution, and interfaces to third-party peripheral equipment and software, including Property Management Systems, Liquor Dispensing Systems, Stored Value Cards and Table Management Systems. With superior architecture, scalability, resilience, integration and flexible configuration deployment options, S*i*mphony™ is the complete enterprise solution to orchestrate your POS technology needs.

S*i*mphony™ Client

Centrally managed:

- Menu maintenance
- Employee add/delete/ modify
- User interfaces
- Inventory management
  Enterprise gift and loyalty
- Reporting

A Distributed Architecture:

- Server Hardware No Longer Required
- Functionality Delivered by Services
- Can Exist at Any Level/Location

Reduced Maintenance costs:

- Elimination of server hardware
- No Server or OS Maintenance
- Elimination of server DR Process and Software Recovery costs
- Only client software at property
- Centralized Software Distribution
- Scheduled Software Deployment
- Reduces Security Exposure

Reduced Training Requirements:

- Property Level Training Focused on Client Application
- Intuitive User Interfaces
- Intuitive Management and Reporting Tools
- Standardization Across the Enterprise
- Enterprise Deployed Training

Availability and Resiliency:

- Distributed Services allow for High Availability
- Fail-Over or Backup Services Can Be Configured
- Fully Functional Stand Alone Client
- Automated Playback of Off-Line Transactions
- DR/HA Tasks and Infrastructure Exists at Data Center, No Longer Required on Property

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