



# **S***i***mphony** Premier Enterprise Solution

Simphony™ is the premier enterprise enabled point-of-service (POS) solution for hotels, resorts, casinos, cruise ships, and restaurants. Combining an enterprise environment with advanced technologies, robust reporting features, and reliable hardware, Simphony makes even the most complex operations run smoothly. This integrated system linking POS transactions and back office functions enables you to manage your operation better, increase the productivity of your employees, and improve guest service. Whether your enterprise requires a fully functional touchscreen PC, a mobile device, or a POS appliance, MICROS has the solution for you. All Simphony hardware options are designed with your environment in mind – spill resistant, modular design, an array of connection options, and a multi-port design for numerous POS peripherals.

In the hospitality world, today's fast-changing requirements and evolving technical capabilities have created a growing demand for flexible, scalable solutions that drive business operations. Systems that easily expand and contract with the business and integrate across the entire technical portfolio to deliver an innovative solution and offer a sustainable, competitive advantage are a must in today's marketplace.



Back Office, Business Intelligence,  
Customer Relationship Management,  
Enterprise Support Solutions, Hardware,  
Point-of-Service, Restaurant Operations,  
Service Solutions

# Simphony

## SUPERIOR ARCHITECTURE FOR A SERVICE-ORIENTED APPROACH

### Highlights

- ⑦ Highly scalable, capable of operating in a single site to thousands of properties across brands, time zones, and even continents
- ⑦ Built on a web services architecture that enables easy system growth, deployment, and property-level resilience
- ⑦ Flexible configuration and deployment options regardless of the technical installation requirements
- ⑦ Built on years of industry experience
- ⑦ Feature set to meet and exceed the demands of high volume operations such as resorts and casinos to complex cruise ship environments, and enterprise restaurant operations
- ⑦ Superior architecture, scalability, resiliency, flexible configuration deployment options, and integration

### Advanced Architecture and Higher Performance Technology

Simphony features a Service Oriented Architecture (SOA) with the ability to be deployed in a manner reflecting any business. In an enterprise environment, SOA enables independent business functions to interact with each other using a standard set of messages to achieve seamless business processes. This service-oriented approach to IT architecture is the key to Simphony's distinction.

### Highlights

- ⑦ Supports flexible deployment models and operational requirements
- ⑦ Deploy individual services at any level of the Simphony infrastructure
- ⑦ Credit card processing, interfaces, and printing services may be deployed within a property, revenue center, or workstation to enable the desired level of performance and resilience
- ⑦ Robust infrastructure allows you to focus on business operations and guest service rather than dealing with system integration and availability issues
- ⑦ Simphony client solution provides operational resiliency by communicating directly with the web services running on the property which lessens dependency on application servers



### Unparalleled Offline Resiliency

Multiple levels of resiliency complement Simphony's advanced scalability, enabling the client to perform mission-critical operations in the event of an upstream technical failure. This means that even during an internet outage, SOA enables the business to process credit cards, use the paperless Kitchen Display System and remote printers, and continue operational reporting by running these services locally.

### Multi-concept Model

For multi-concept operations, the Enterprise Management Console (EMC) 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, properties, and revenue centers from any PC that has access to the central server, thus allowing local users to make changes to their configuration if necessary.

### Highlights

- ⑦ Configure all aspects of the POS clients from a single application
- ⑦ Control access to configuration via employee roles that can limit scope to properties, revenue centers, and specific functions within those areas
- ⑦ Distribute configuration information from one location to others
- ⑦ Copy properties or revenue centers within a Simphony system or even to an entirely different one

### Advanced Reporting

Simphony offers superior web-based reporting capabilities with a complete set of reporting, auditing, and analysis tools designed to deliver the information you need to run your business. When it comes to reporting and analysis, Simphony offers a complete package that is easy-to-use and inclusive of the information you demand, delivering actionable data in real time.

### Highlights

- ⑦ Intuitive, web-based reporting solution can retrieve financial data by property, revenue center, date, range of dates, etc.
- ⑦ Limit access to reporting data by job function
- ⑦ Configurable log-in page allows for immediate display of critical data
- ⑦ Quickly find the sales totals for a period of time within a single business day or for the entire week
- ⑦ Reports can be viewed within the browser, or exported to Microsoft Excel or PDF format
- ⑦ Auditing and analysis tools provide the supporting data required to make informed business decisions

## Advanced Security

Security is one of the most frequently discussed topics in the industry today. MICROS's position as the industry leader and our position on the PCI-Security Standards Council allow us to stay at the forefront of secure implementations and more importantly, to participate in the development of industry standards in order to deliver the most secure systems to our customers.

### Highlights

- Unsurpassed access control, with operational, configuration and reporting privileges associated with user credentials
- Easy-to-use tools that sift through auditing data, providing quick analysis and the capabilities to spot trends
- Complete employee auditing

## Kitchen Display System

MICROS Kitchen Display System (KDS) takes the guesswork and uncertainty out of food service management. KDS improves communication between the kitchen, management, and the wait staff, enabling kitchen efficiency, and improving operations through a paperless kitchen environment.

### Highlights

- Graphical order displays organize and send orders to all prep or expo stations
- Provides consolidated view with current status, to monitor prep times and provide constant feedback to the kitchen staff and management
- Speed of Service provides real-time view of the operation with color status, timers, and drill down capabilities to check detail for each table
- Performance data is captured for reporting and analysis to identify production problem areas

## Powerful Integration

Simphony provides an ideal integration platform for the global hospitality industry.

### Highlights

- Integrate Simphony with discrete business functions such as property management systems, gift cards, and credit cards on an enterprise, property, or revenue center level
- Through consolidated system management and a flexible set of web-based tools, the business can minimize total cost of ownership and offer new and innovative opportunities to increase sales and guest satisfaction
- Offers an off the shelf import/export utility that can be used to update configuration information from external sources
- Offers standard report export tools that can be used to provide financial systems check and sales data



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