



res QSR

Point-of-Service

Quick Service Restaurants

Whether you are a small independent operator, a large international chain, or anywhere in between, the MICROS Restaurant Enterprise Solution (RES) for Quick Service Restaurants (QSR) solution adapts to the needs of your business. Developed to integrate with every level of your business, MICROS RES QSR was designed to make your business more efficient and profitable. The foundation of MICROS RES QSR is the MICROS 3700 Point-of-Sale (POS) system, MICROS's most popular restaurant POS solution. Faster, easier, smarter, and more secure than any other system on the market, MICROS RES QSR is both powerful and flexible. In every aspect of your business, MICROS RES QSR provides you with the information you need to be successful.



With high employee turnover, increasing product costs and customer sensitivity, the pressure keeps building to increase margins and serve a better product. MICROS is leveraging its unique position as both a software developer and a hardware manufacturer to provide an unprecedented value proposition.



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



INCREASE SPEED OF SERVICE AND EFFICIENCY TO DRIVE PROFITS

POS Terminals that are Intelligent, Easy to Deploy, Easy to Maintain, Reliable, and Affordable

- The open technology of MICROS RES can work on any Microsoft® Windows®-based PC
- The Client Application Loader (CAL) is used to install software to each client; CAL's intelligent software agent is designed to remotely manage MICROS RES for software deployment, maintenance, and upgrades
- MICROS offers several hardware options, including:
 - MICROS PCWS 2010 boasts one of the smallest foot prints in the industry which is perfect for those locations where space is at a premium
 - MICROS WS4 LX and WS5 are fully functional, highly reliable Microsoft® Windows® Embedded CE 6.0 POS appliances that offer a lower total cost of ownership
 - MICROS RDC is a rugged device used for kitchen operations run on Microsoft® Windows® Embedded CE 6.0
 - Mobile MICROS allows you to make your POS wireless, and offer excellent, immediate service to your customers while providing a significantly higher level of personal service



L-Shape touchscreen with QSR Revenue center watermark image using the Tray Totals function with the Curved Theme, shown on the MICROS PCWS 2010

Your Staff Will Like It

- An enhanced graphical user interface that is easy to learn and easy to use
- Superior touchscreen technology with a range of user-friendly features
- Screen layouts that are easily customized to fit the current operation
- Dynamic ordering screen flow with automatic combo meal recognition
- Flexible manager screens provide a complete overview of front-of-house activity and management functions
- Real-time training options that walk new employees through the ordering process, using training prompts and graphical teaching aids



Color kitchen monitor with the Restaurant Display Controller

React Faster with Better and More Secure Data

- Adapts to the way you run your business
- Provides the information you need to efficiently manage your business and improve your bottom line
- Uses an integrated database to put a wealth of information at your fingertips for reporting and analysis
- Ensures that secure data is available when needed, both at the restaurant-level and at the regional and corporate levels

Immediate Visibility into Profit Impacting Situations

- MICROS recognizes the need to monitor activities that impact profitability. Support for this function includes:
 - Integrated JTECH pagers to alert management immediately on key performance factors such as speed-of-service or bottlenecks in the operation
 - Discreetly monitors customer service and operations such as long order times and employees approaching over time
 - Increase awareness of Loss Prevention by monitoring voids, no sales, and zero-balance transactions

Security for Peace of Mind

- Addresses the security challenges from external and internal threats, minimizes the vulnerability of the system, while increasing data integrity
- Strong data encryption algorithms for transport and storage of sensitive data
- Complex password management for employees
- deterring illegal entry into the system, providing peace of mind to business owners
- Uses Sybase Version 9 which supports MICROS RES
- QSR database encryption in accordance with Credit Card Industry Payment Application Best Practices, a major component for PCI compliance

Cash Accountability Through an Integrated Cash Management Module

- Provides cash handling functionality used to define and track cash transactions
- Assigns a virtual till against which transactions may be posted
- Provides employee accountability as well as management of bank deposits and safes
- Includes an Over/Short Report for comparing actual POS transactions against the employee's physical count of collected tenders

Open Architecture That Grows With Your Needs

- Designed to run on Microsoft® Windows® 2003 or XP Professional
- Provides high performance and flexibility, easily integrating with OPOS-compliant peripheral hardware including printers, cash drawers, and pole displays
- System grows as your operation grows, allowing you to add workstations, new stores, and applications easily
- Maintenance-free, relational database for Sybase®, a leading provider of embedded data-base solutions for high-volume, transaction-oriented environments

Color Kitchen Monitors Improve Crew Performance

- Increases crew performance and production
- Colors designate condiments, flag late orders and special orders
- Real-time information to manage and control customer service
- Mounts conveniently in your kitchen or food prep area
- Displays food orders for preparation and monitors the timing of orders or your "Speed-of-Service"
- Interactive training and food preparation multimedia capabilities

Flexible, in Your Restaurant and Across the Globe

- Adapts to a mixed service environment (e.g. drive-thru, counter service, delivery, or curbside service)
- Single database for multi-brand operations
- Scalable from small, single-terminal sites to multiple revenue center operations
- Provides multi-language support, including double-byte characters
- Supports multiple currencies, including the EURO
- Adjusts to country-specific tax systems, including the complex tax jurisdictions used in all U.S. municipalities and throughout the international community

Part of Your Total Competitive Edge

- Part of MICROS RES QSR, a complete enterprise solution that serves up success through a complete suite of integrated solutions for every level of your business
- A bold combination of Point-of-Sale, Kitchen Management, and Restaurant Back Office applications

Powerful Business Intelligence

- With mymicros.net you can access data anytime and anywhere, not just at the end of the day, with real-time transaction posting from the POS system
- Data is stored on a daily basis, allowing you to track month-to-month and year-to-year business trends and easily generate reports and forecasts based on your historical data

The Fastest Growth in Quick and Fast-Casual Service

MICROS is the clear leader in providing information technology for the restaurant industry. And our continued growth in the quick and fast-casual service segments has been remarkable. We have systems installed in international and regional chains all around the world. Our commitment means you can depend upon MICROS to continue investing in technology that supports the growth of your business, today and tomorrow.



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