



Micros South Africa (Pty) Ltd
Reg. 2001/022540/07

Adapt IT Johannesburg Campus
152, 14th Road, Midrand, 1687

T: +27 10 494 0000

Micros.co.za



Coastlands Hotels & Resorts Chooses Micros South Africa to Help Deliver Exceptional Guest Experiences with Oracle Hospitality Opera Cloud.

SOUTH AFRICA, 24 October 2022 – Micros South Africa, the leading hospitality and restaurant industry solutions provider has been chosen by Coastlands Hotels & Resorts to provide user friendly service to their daily operations, ensuring their operations are at optimal performance and enhancing guest experiences.

The Oracle Hospitality Opera Cloud system went live at the Coastlands Musgrave Hotel and Coastlands Umhlanga Hotel, Kwa-Zulu Natal in September 2022. These properties also elected to upgrade their Oracle Symphony Cloud POS for the 315 restaurant at Musgrave and the Safron restaurant at Coastlands Umhlanga hotel to assist with optimising their online and in-house restaurant operations.

“We have been working with Micros South Africa for the past 12 years and used their system since the Micros 9700 days. Our Account Manager was able to build and maintain a good relationship with Coastlands,” said Dharashan Naidu, Human Resources and IT Director at Coastlands Hotels and Resorts. “It was important that we install a system with enhanced security that could simplify the process of managing our aging servers and give us the capabilities of serving our guests from anywhere at any time.”

Coastlands Hotels & Resorts has become a familiar name in the hospitality industry, creating strong relationships with their patrons for the past 25 years. The hotels currently utilise various Micros products to operate their hotels. Because Opera and Symphony Cloud work better synchronised, the strong reporting and analytics is another benefit for choosing the Opera and Symphony Cloud platform. Coastlands gain powerful insights into hotels and restaurants to make data-based decisions, eliminating any guess work for the operations team.

Coastlands Hotels & Resorts endeavours to expand their partnership with Micros South Africa by converting the remaining hotels to Oracle Hospitality Opera Cloud in the near future.

“It is exciting to work with brands like the Coastlands Hotels & Resorts that are forward looking and recognise that our solutions will enable them to be more efficient and improve their bottom line. As a trusted hospitality technology partner to Coastlands Hotels & Resorts we are fully focused in deploying solutions that will elevate guest experiences and future proof their business.” said Reginald Sibeko, Micros South Africa Managing Director.

End

Note to editors

About Micros South Africa

Micros South Africa is a leading hospitality and restaurant industry solutions provider to 3500 restaurants and 700 hotels. For more information, visit www.micros.co.za

About Coastlands Hotels and Resorts

The Coastlands Hotels & Resorts was founded in 1993 when many entrepreneurs including investor, and Chief Executive Officer of the SNG Group Mr Saantha Naidu acquired a holiday apartment building on Durban’s Golden Mile, the Coastlands Durban Hotel and Self-Catering apartments. For more information, visit www.coastlands.co.za