



## Testimonial: Element Group – Collen Dlamini, General Manager



Since Micros was installed, everything has been functioning flawlessly from the bar to the KDS. It has been a significant improvement, making work more efficient for both the bar and the kitchen. There are areas where we have seen great improvement such as better inventory management, easy invoice management, which is very important for our accounting operations which gives us proof that we have sold a product or service and the supplier.

It has given us a better customer service experience and improved our operations for our customers. This includes reduced wait times, faster scanning of items in the bottle store, quicker payments, etc.

In terms of the Oracle Symphony Cloud solution, having the flexibility for specific things on special from start to end automatically has been fantastic. The system has helped prevent losses, for example, No beverage or food item is prepared unless it is entered into the Micros system and linked to MyInventory. This allows management to block items that are out of stock.

There has been advancement in reporting such as, the daily sales and the monthly sales reporting with full on-demand reporting that is organised and detailed data required for staffing, menu management, payroll, and other tasks. It also includes a flexible and simple menu configuration.

Finally, we'd want to express our gratitude to you and your team, particularly Mr Daniel, for his help and patience throughout this process.