

9700 HMS

Point-of-Service

Stadiums, Arenas, and Theme parks

The MICROS 9700 Hospitality Management System (HMS) offers the ultimate event management and point-of-service solution for your stadium, arena, or theme park. Combining POS, Perpetual Inventory Control, Vending, Suites Management, Catering and Cash Room Management, MICROS 9700 HMS will keep your venue and your operations "In the Game." MICROS 9700 HMS combines innovation, advanced technology, security, reliable hardware and robust reporting in a set of easy-to-use tools that make even the most complex operations run more efficiently.

The MICROS 9700 HMS enterprise functionality links front-end transaction processing, back office functionality, and fan management capabilities enabling you to better manage operations, increase employee productivity, and improve customer service. This flexible, easily managed solution is built on years of industry experience providing your business with a reliable, secure, event management system that delivers the business intelligence and operational efficiencies to help you increase overall revenue, decrease operating costs, and enhance the fan experience.



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

9700 HMS

HIGH VOLUME OPERATIONS DEMAND POWERFUL TECHNOLOGY

9700 Point-of-Sale

MICROS 9700 HMS offers the most widely used point-of-sale solution in the sports and entertainment marketplace. Built on years of industry experience, the entire MICROS 9700 HMS product suite is technology independent, running on MS SQL, Oracle®, and multiple Windows® platforms. MICROS 9700 HMS has proven installations worldwide ranging from small, specialized operations to large enterprise configurations spanning multiple properties in large geographic areas. Whether you operate one venue or many, MICROS 9700 HMS has the functionality to meet your operational needs.

Highlights

- Flexible, easy to use and innovative
- Features to meet the demands of a high volume, fast paced environment from stadiums to arenas, and theme parks to specialty clubs and lounges
- Delivers the business intelligence needed to make timely, well-informed business decisions through a collection of easy to use tools
- Provides operational resiliency regardless of the conditions or the technology environment

9700 KDS

9700 HMS Kitchen Display System (KDS) takes the guesswork and uncertainty out of food service management. KDS improves communication between the kitchen, management, in-seat servers, and wait staff, improving kitchen efficiency, and enhancing the fan experience from increased speed of service.

Highlights

- Provides a consolidated view with current status, allowing monitoring of preparation time and providing constant feedback to the kitchen staff and managers
- Speed-of-Service screen provides real-time view of the operation with color status, timers and drill down capabilities of the check detail for each table
- Performance data is captured for reporting and analysis to identify production problem areas



Advanced Security

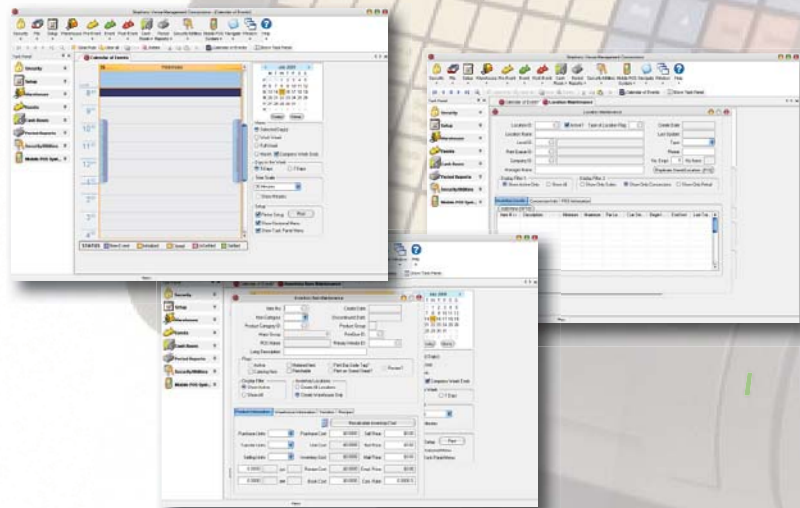
Security is one of the most frequently discussed topics in the marketplace today. MICROS uses its position as the only POS provider on the PCI Security Standards Council (PCI SSC) Board of Advisors to stay on the cutting edge of data security for the hospitality marketplace. This position allows MICROS to participate in the development of industry standards allowing our customers to be on the forefront of security technology. To review the list of MICROS PA-DSS certified products and the latest security bulletins, please visit the MICROS website.

9700 Suites Management

With Premium Suite Catering focused on high-end clientele and contributing to a significant portion of overall revenue, our customers need the tools that will allow them to provide the level of service comparable to the experience they are trying to create. The 9700 Suites Management Application delivers the robust functionality required to help operators achieve this goal. 9700 Suites Management is a catering management solution specifically designed for the sports and entertainment marketplace. 9700 Suites Management is enterprise-ready and web-delivered, enabling you to configure one or more venues from a single Suites Management installation in a central data center.

Highlights

- User-friendly design
- Advance / Pre-order functionality
- Game day order functionality
- Kitchen production reports
- Prep / Delivery labels
- Invoicing
- GL exports for accounts receivable applications



9700 Event Management

9700 Event Management is the technology leader for event-based perpetual inventory control, inventory sales management, and cash room reconciliation for the sports and entertainment marketplace. The MICROS 9700 HMS delivers software designed to maximize your food and beverage profitability and decrease operating costs in concessions, premium clubs, bars, restaurants, and vending, with similar solutions for retail operations throughout your venue. With over 200 installations worldwide, MICROS continues to be the key player in the growth of technology for the sports and entertainment marketplace.

Highlights

- Issue & track purchase orders
- Receive product and transfer product throughout facility
- Reconcile true inventory sales to revenue
- Enter ending inventory counts, manger adjustments, employee meals and gratis directly into the front-of-house POS terminal.
- Manage non-profit groups and other subcontractors directly through the system

9700 Vending Management (Hawking)

The 9700 Vending Management Application is an innovative solution to a complex problem. Issue product, control inventory and calculate hawker commissions right in the vending room. Make the fans happy by bringing the fun and food to their seats. The 9700 Vending Management application makes it quick and reliable.

Highlights

- Issue product loads
- Print tickets for product fulfillment
- Calculate hawker commissions
- Record cash payments
- Control inventory

Advanced Reporting

MICROS 9700 HMS offers a complete set of web-based reporting, auditing, and analysis tools designed to deliver the information you need to run your business. When it comes to reporting and analysis, only MICROS 9700 HMS offers the complete package that is easy to use and inclusive, making it the right solution for your reporting and auditing needs.

Highlights

- Intuitive, web-based reporting solution can retrieve financial data by revenue center, date, and range of dates
- Look at the Sales Mix or Sales by Employee for any date and any location
- Quickly find the sales totals for a period of time within a single business day or for the entire week
- Reports can be viewed or printed within the browser, or exported to Microsoft Excel or pdf format

Powerful and Innovative Integration

Would you like to offer your fans the ability to place event day orders from the flat panel TV in their suite or place an order at a kiosk anywhere in your venue? How easy is it to import real-time POS information into your CRM or data warehouse?

Highlights

- The most flexible, feature-rich interfaces in the industry
- Interface with any gift card program through a standard, published API
- Data movement is achieved using open industry standards such as MS SQL, web services, or standard integration tools
- Point-of-sale transactions are imported using 9700 Transaction Services, a published API, allowing orders originating in third-party systems to be treated as native 9700 HMS transactions



Streamline POS transactions with Motorola handhelds or DT Research Web Pads to provide faster speed of service

Mobile MICROS and Wireless Points of Service

The MICROS 9700 HMS offers the next generation mobile ordering solution. The Mobile MICROS Handheld solution is fully integrated with MICROS 9700 HMS, and created specifically for the sports and entertainment marketplace. Service customers in their seat, in their suite, or tableside and send the orders directly to a printer or Kitchen Display System (KDS) in a pantry or production kitchen anywhere in the venue. Mobile MICROS takes a variety of payments including cash, credit cards, value loaded on tickets, RFID and gift cards.

Highlights

- Fully integrated application
- Bluetooth, infrared and wireless printing available
- 802.11 a/b/g communication
- Full mobile ordering functionality for In-Seat, In-Suite, and Restaurants





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