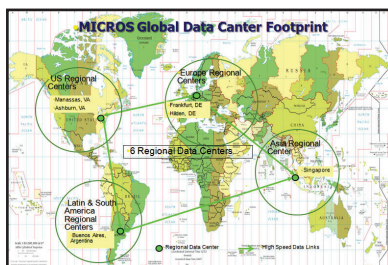


# Eliminate costly IT staffing requirements and retain piece of mind regarding application performance.

MICROS offers a variety of managed services to customers running MICROS enterprise applications. These services are offered to customers that elect to have MICROS host their applications in one of the four MICROS Data Centers around the world, as well as to self-hosting customers. MICROS will develop a custom service solution to meet the customer's specific needs.

## Health Check and Expert Administrator

- Provided immediately after initial system installation
- Ensures hosted system is properly configured for optimal performance, all components are at correct version levels, and appropriate security
- Documentation and training to the customer's assigned administrators
- Verify System Configuration
- Review logs and evaluate performance trends
- Tune and upgrade as necessary
- Best Practice recommendations
- Quarterly on-site visits that include refresh training to the customer's administrator
- Preferred access to MICROS system support resources



hosting map

## Proactive Monitoring and Alerting Service

- Prevent problems before they occur
- Provide a more efficient method of managing enterprise applications
- Eliminate manual checks
- Detailed alerts assist support personnel and customers in resolving issues
- Extensive monitoring quickly identifies issues resulting in faster resolution
- Performance Monitoring console
- Base-level monitoring of key performance indicators
- Proactively adapt the monitoring environment to test for, alert, and provide resolution to issues before application users or system performance is affected
- Capture real-time test data from server hardware/operating systems, network (LAN, WAN), database, and applications
- Alerts sent via e-mail

## Managed Applications Services

- MICROS takes complete ownership of maintaining application environments and functionality
- Alert monitoring, 24 hours per day, 365 days per year, with complete issue ownership
- Hardware and operating system recommendations and implementation assistance
- Daily system checks to ensure critical application services are provided
- Database tuning, optimization, maintenance, and upgrades
- Disaster recovery and restoration resources provided
- Qualified experts in MICROS applications and underlying technologies

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