



mymicros.net

Business Intelligence

The mymicros.net reporting feature, the first component to the popular MICROS eBusiness Product Suite, is a robust and comprehensive reporting engine that compiles and organizes typical financial and operational information in easy-to-view online reports. The mymicros.net application uses organizational and relational hierarchies to group information into logical and simple to understand reports. By placing an emphasis on business analysis, this product is able to offer a greater scope of reporting compared to limited reports generated solely on the POS level. Information is housed in the data warehouse for 13 months so that earlier data can be used to forecast future business needs. Forecasting information is created using the data gathered from store locations and the enterprise. Reports and charts display immediately with near real-time data from information transmitted every 15 minutes. These reports and charts can be generated into various formats (Excel, PDF, etc.) to allow for offline viewing.



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

micros[®]

Highlights

- ① Powerful data warehouse that is easily mined with a web browser
- ① Provides a robust, user-friendly, single point of integration for access to operational and financial information
- ① Point-of-Sale (POS) independent Internet agent that collects information from stores or outlets in near real-time
- ① Requires very little end-user administration
- ① Communications
 - Transport data to and from your store with proprietary third-party software
 - Transport information securely and resiliently across all of today's IP networks including dial-up, frame, ISDN DSL, satellite, and cable
 - May be remotely installed for installations that are fast and easy
 - Controlled and managed from a web browser saving valuable time
- ① Consolidation
 - Designed from the ground up for the Enterprise
 - Collects financial, labor, CRM, and transaction level detail from your POS system or other data sources as often as every 15 minutes
 - Transaction information is loaded automatically into the potent data warehouse
 - No more manual spreadsheet acrobatics – company, region, area, and district report consolidations and comparisons are available immediately
 - Handles the problem of disparate POS databases and out-of-sync menus elegantly through its unique alignment process
 - Differently named and numbered items may be aligned quickly and easily to provide insightful enterprise views
- ① Data Warehouse
 - Second-generation data warehouse, designed specifically for food service
 - Incorporates suggestions and feedback from hundreds of customers around the globe
- ① Business Intelligence
 - Easy to use
 - No more confusing options and selections to get to the right information
 - Financial calendar to quickly select your periods
 - Organizational structure to select stores
 - Many other valuable components that allow you to get information instantly
 - Drill-downs to bottom out issues
 - iQuery plug-in allows managers to create reports in a familiar Excel environment
 - Report Mail may be used to automatically email staff information daily or hourly
 - Audit & Analysis component used to immediately identify exceptions

Enterprise Maintenance Services

Every chain operator is faced with the task of changing menu items, prices, taxes, and other POS configurations frequently during a month. Often, these changes are not anticipated and require a quick turnaround, resulting in costly mistakes that either are an inconvenience to the guest, result in lost revenue, or both. For many, it's a business process that is rarely perfect and extremely time consuming.

The Enterprise Maintenance Services (EMS) of mymicros.net provides a simple yet flexible solution to deliver the right changes at the right time to the right stores. It is designed to allow MICROS point-of-sale users to easily modify revenue-critical configurations without interruptions to store-level operations. Changes may be made minutes, days, weeks, or months ahead of time and are implemented and tracked automatically.

EMS can manage multiple concepts, POS types, time zones, and currencies. Changes are tracked in the system each step of the way. EMS includes features that specifically address those operators who have disparate menus and prices, helping them achieve a desired degree of standardization.

Additionally, EMS provides data alignment tools that automatically consolidate data from disparate POS systems with different databases. EMS then creates exception-based rules based on specific operational requirements. For example, operators can create simplified data structures that are different than the POS, for menu items, revenue centers, labor categories, or store characteristics like age and type of property.

Highlights

- ① EMS is browser-based, making deployment simple and easy to use
- ① The data is maintained in a secure central location
- ① EMS supports changes to menu items, prices, discounts, and taxes
- ① SLU (Screen Look-Up) may be changed to deploy items and discounts on the desired touch screens
- ① Store information is collected nightly to insure the latest prices and configurations are available in case employees at the store have made their own changes
- ① A bulk price change facility speeds price changes by allowing operations to change prices by a certain percentage or amount
- ① Changes may be made to an entire estate or to a specific revenue center
- ① EMS operates on three of the most popular MICROS point-of-sale systems and any combination thereof: MICROS 3700, 8700 and 9700
- ① EMS synchronizes store-level data through either immediate or batch updates

mylabor

Handling human resource information can be an arduous task. The mere concept of human resources conjures up images of piles of paperwork, the need for organization, and potentially time consuming chores. The mylabor application modernizes these otherwise tedious tasks into a simple, easy-to-use, online user interface. In a matter of a few clicks of a mouse, all necessary human resource information can be entered into the system and stored. No longer is human resources information stored in a folder in a cabinet to collect dust, but rather, these pertinent HR details are streamlined and used throughout the mylabor application.

Highlights

- 1 Enterprise Employee Management
- 1 Employee Self Service feature offers employees a tool to provide their work availability, check their schedules, request time off, and exchange shifts with other employees
- 1 Enterprise Time & Attendance with Payroll Pre-Processing to handle paycheck information, time cards, labor rules (including overtime configuration), and labor periods, amongst other functions
- 1 Forecasting to assist in the critical planning of your staffing, inventory, and production needs
- 1 Staffing Requirements Administration encompasses all the necessary features and functionality to configure and create an adequately staffed environment
- 1 Labor Scheduling that provides a quick and easy method of creating a schedule fully capable of accurately staffing the correct people for the right day of the week



View instant data metrics in real-time.

myinventory

myinventory is a browser-based application that is part of the mymicros.net suite of products. Like mymicros.net, there is limited installation at the store level. myinventory is an enterprise solution, providing tools for the daily tasks associated with managing in-store and company-wide inventories. myinventory provides cumulative, daily, and ad hoc reporting related to ordering, receiving, waste, inventory counts, and more. Reports are provided by item groups, items, vendor, store, and enterprise.

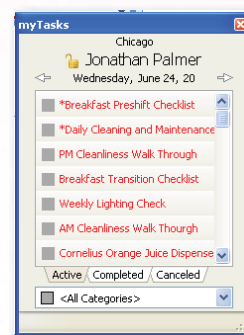
myinventory gives unit and corporate level operators a comprehensive application for managing and controlling the business processes of Vendor Bids, Ordering, Receiving, Invoice Approval and Reconciliation, and Inventory. Based on menu item sales the application calculates product usage and depletes values from stock on hand, waste, transfers, and actual inventory.

Highlights

- 1 Simplify store-level processes and optimize inventories
- 1 Provides the necessary information to maintain stock in a cost effective manner
- 1 Enables managing inventories at either a single cost center or multiple locations
- 1 Running and daily totals on all tasks associated with ordering, receiving, and conducting inventory counts, by cost center, enterprise, vendor, and/or item
- 1 Compatibility with electronic data interchange (EDI) and third-party applications from suppliers like Sysco and other broad-line foodservice distributors

mytasks

mytasks leverages the natural workflow of tasks and aids in the simplification of training. Enterprise managers can now create ad-hoc tasks or link into MICROS business applications such as mylabor and myinventory to present unit level managers a single place to execute on the tasks plan. Critical visibility on task completion is then presented back through exception reporting.



Organize and monitor tasks.

iCare

The MICROS iCare Solution provides a suite of CRM modules that deliver a 360° view of your customers' activities. All the activities are tracked and controlled from a central database allowing you to recognize your core customers (most frequent and/or highest spending) and to determine methods to attract and measure the development of new trial customers or less frequent customers, into the core customer base. By bringing your POS and CRM together as a single solution, MICROS is able to improve the return on your marketing investments.

Highlights

- ① A Centralized, Integrated Solution
- ① Gift Card/Stored Value Card
- ① Reward/Recognition Programs

XBR Loss Prevention

The foodservice industry is all about being hospitable. However, any successful operation has to include knowledge and exception-based tools that provide elements of control. The foodservice industry suffers from a high-degree of shrink from fraudulent transactions at the point-of-sale.

mymicros.net incorporates XBR loss prevention technology from Datavantage, a wholly owned subsidiary of MICROS Systems and part of the MICROS-Retail Group. This provides a way for operators to monitor and report problematic point-of-sale entries as soon as data is processed (even at 15-minute intervals). Moreover, there is no need to acquire and install a separate loss prevention application since the XBR database is pre-integrated into mymicros.net.

Highlights

- ① Monitors one-time transactions like voids, refunds, "comped" meals, credit cards, discounts, and even low dollar transactions
- ① Tracks these transactions and manages each issue from inception to resolution
- ① Drills down from an exception-based detail to identify and even validate potential instances of theft