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At-a-Glance

R E S T A U R A N T S O L U T I O N S

Who is MICROS?

MICROS Systems, Inc. is the world's leading developer of enterprise applications serving the hospitality and specialty retail industries exclusively. MICROS serves table service and quick service restaurants, hotels, the leisure and entertainment industry, and specialty retail stores, with complete information management solutions.

How Do We Serve the Restaurant Industry?

MICROS Restaurant Solutions provides full-featured point-of-sale (POS) software, hardware, and support services for table service, quick service, and fast casual restaurants. Back office applications including inventory, labor and financial management, and other centrally hosted enterprise applications are also offered.

FAST FACTS

- Global headquarters based in Columbia, MD
- NASDAQ: MCRS
- Restaurant Solutions include fully integrated POS, back-office, and above store applications, hardware, and support services
- Worldwide infrastructure with four Customer Support Centers in Virginia, Ireland, Singapore and Argentina
- 4,800+ employees worldwide
- 45 subsidiaries in major markets
- 115 distributors in 88 countries
- 330,000 terminals installed worldwide (*restaurant industry*)
- \$914.3 million revenue in fiscal year 2010
- Over \$120 million invested in Product Research & Development over the last 3 years
- Over \$510 million spent in Customer Service over the last 3 years

Five Reasons to Select MICROS:

A Safe and Reliable Investment

Building on our success from the past 34 years, MICROS has solid, stable financial performance and capital strength that will allow us to meet your information system and service needs, no matter what happens tomorrow.

Strong Commitment to Customer Satisfaction

Our goals are simple....honor our commitments and provide the highest level of customer satisfaction. We understand customer satisfaction is based on positive experiences, superior product performance, reliability, and consistent product support.

Solutions Designed Specifically for the Industry

Recognized as the leading worldwide designer, manufacturer and service provider of information systems for the hospitality industry, MICROS solutions are successfully installed in 147 countries and on all 7 continents.

Systems with a History of Success

Reliably engineered, easy to install, with simple to use technology, MICROS solutions are designed to produce a high level of return on your investment. The right tools, consulting, and support services will ensure your success.

Broad Industry Experience

MICROS employs world-class people, disciplined through industry experience, who truly understand your business objectives.



MICROS Restaurant Solutions Summary Portfolio:

- ▶ **Simphony™** - Centrally-hosted POS for enterprise foodservice operations
- ▶ **MICROS RES** - Fully integrated POS for table service and quick service restaurants
- ▶ **MICROS 9700 HMS** - POS product designed for large foodservice operations
- ▶ **MICROS e7** - POS product designed for small restaurants
- ▶ **mymicros.net** - Suite of web-based software products
- ▶ **iCare** - Guest Gift Card & Loyalty solution
- ▶ **myinventory** - Enterprise Inventory solution
- ▶ **mylabor** - Enterprise Labor solution
- ▶ **eCommerce Solutions** - online ordering, internet marketing, and website development
- ▶ **Hardware** - POS Workstations and Peripheral Equipment

MICROS Support Services for Restaurants:

One-year on-site hardware warranty included with MICROS POS system purchase:

- ▶ Service Agents provide parts to address hardware issues and resolve software challenges within four hours of arriving on-site
- ▶ Service calls placed at a central location are centrally dispatched and monitored by the Customer Care Manager
- ▶ Call reporting in place to show performance compared to Service Level Agreements
- ▶ Various on-site and depot hardware service plans are available for post-warranty support
- ▶ Service Engineers available on-site to every county in the United States

Additional available software support services:

- ▶ 7x24x365 Application Help Desk
- ▶ Credit Card Support - Credit Authorization Electronic Draft Capture
- ▶ Software Recovery - Recovery and reloading of MICROS POS system, from backup, when back office server requires repair
- ▶ SEL (Software Enhancement License) - Software modifications and updates at no cost for the licensing fee

Marquee Restaurant and Foodservice Clients:

- ▶ **Table service:** Cracker Barrel, Friendly's, Cara Operations, IHOP, La Madeleine, Perkins, Ruby Tuesday's, and T.G.I. Friday's
- ▶ **Quick service:** Auntie Anne's, Ben & Jerry's, Burger King, El Pollo Loco, Atlanta Bread, Starbucks, Subway, Wendy's, Zaxby's Chicken, Baja Fresh, Tropical Smoothie Café, and Kahala
- ▶ **Hotels with restaurants:** Four Seasons, Hilton, Hyatt, InterContinental Hotels, Loews Hotels, Radisson, Starwood, and Wyndham International
- ▶ **Complex foodservice environments:** Aramark, Delaware North, and HMS Host
- ▶ **Large POS installations:** Foxwoods Hotel and Casino, Atlantis, Harrah's Casinos, Luxor Hotel and Casino, Mohegan Sun, and Wynn Resorts

Client Testimonials:

"We selected the MICROS e7 POS because of its innovative, yet simple design features. The easy-to-use software, reliable hardware and depot serviceability fit our requirements perfectly."

- Chuck Blair, Director of Information Systems, Auntie Anne's, Inc.

"We performed successful pilots of MICROS in five of our locations and were very pleased with the MICROS RES technology platform and integration capabilities."

- Tripp Sessions, Director of IT, Zaxby's

"In the past, we were unable to generate data as quickly as we'd like, but in T.G.I. Friday's® fast-paced environment we require technology that enables us to pull the check detail at a moments notice. mymicros.net satisfies this critical requirement."

- Don Vietti, Chief Information Officer, Carlson Restaurants Worldwide

For more information:

- Contact us at 1(866) 287-4736
- Visit the MICROS website at www.micros.com
- Send email to info@micros.com