



Restaurant Enterprise Solution

Overview

Whether you are an independent or a globally recognized chain, MICROS Restaurant Enterprise Solution (RES) offers fully integrated point-of-sale with tools for the back-office, restaurant operations, and guest services. For owners of multiple restaurant locations, MICROS RES offers enterprise management. MICROS RES provides end-to-end communications through-out your operation to increase efficiency, speed-of-service, and ultimately provide a better guest experience for your customers.



The foundation of MICROS RES is the MICROS 3700 Point-of-Sale (POS) system, MICROS's most popular restaurant POS solution that is both powerful and flexible. When security, data integrity, easy software deployment, and realtime business intelligence top your list of requirements, MICROS RES is your solution.



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



IMPROVE THE GUEST EXPERIENCE, LOWER OPERATING COSTS, AND SAVE VALUABLE TIME

Seamlessly Integrated Solution

- Point-of-Sale that adapts to the way you run your business
 - Comprehensive point-of-sale that is both powerful and flexible, helping operations become more efficient and more profitable
 - Solutions designed specifically for table service, quick service, or fast casual concepts
- Back office tools that address your operations efficiency and profitability
 - Manage the complex employee environment you face on a daily basis
 - Monitor inventory levels and streamline ordering and receiving process
 - Understand the profitability of your operation with flexible reporting and analysis tools
 - Manage store-level data for multiple stores with a powerful corporate database administration tool
- End-to-end communication throughout your operation
 - Monitor operational conditions and compare against established standards
 - Drive customer satisfaction through enhanced kitchen efficiency
 - Implement Gift Card and Loyalty programs
 - Facilitate waitlists and reservations
- Mix and match touchscreen terminals, kiosks, and handheld devices in any installation
- Maximize your guests' experience with personalized service

Security

MICROS RES provides a comprehensive data security solution, designed to meet the demanding operational requirements of today's restaurateur in an increasingly complex and rapidly changing technical environment.

The MICROS security solution implements strong data encryption at the application level to protect sensitive data wherever it resides on, or is transmitted within, the MICROS RES System.

Securing the system involves protecting two types of data:

- Data at Rest – Any data stored on persistent media, such as the system database or in the operating system's file system
- Data in Transit – Any data transmitted from one computer process to another, where the process resides on different physical units and the data must be transmitted across a network

The MICROS RES security design meets or exceeds current data security requirements in the following ways:

- Employs strong data encryption
- Provides workable encryption key management
- Customizes operating system security for optimum use on MICROS hardware
- Requires Microsoft® Windows® 2003 or XP Professional

- Uses Sybase Version 9 which supports MICROS RES database encryption in accordance with Credit Card Industry Payment Application Best Practices, a major component for PCI compliance

MICROS Security Audit Log

- Installs as a custom plug-in to the Microsoft® Event Viewer
- Automatically monitors and records auditable events
- Maintains an audit trail of all activities where sensitive or security related data is accessed, edited, or deleted
- Provides an added layer of security from external threats to the system

Enhanced User Interface

- Enhances performance for improved order entry and response times
- Provides interactive capabilities for faster, hands-on training
- Supports customer-activated kiosk-style terminals for improved accessibility
 - Uses screen animations (rolling bitmaps) for enticing advertisements
 - Includes custom status prompts to guide order entry
- Includes graphic themes for customizing POS touchscreen displays
 - Affects the color, shape, and imagery of touchscreen components, including buttons, backgrounds, information areas, prompts, and check details
 - Uses transparent imagery to create non-traditional button shapes like the shape of a logo
 - Includes three alternate themes for immediate use
 - Allows custom theme generation
 - Supports audio and video (on appropriate hardware)
- Provides multiple touch key areas for U- and L-shaped screens
- Expands touchscreen background image support
- Allows watermark images in the check detail area, by revenue center
- Supports fixed-width (non-proportional) fonts in the check detail area
- Allows advertisements to play during workstation idle times or voice prompts to complete a transaction

RES is a Fully Open System

- Uses open technology that allows MICROS RES to run on any Microsoft® Windows®-based PC
- Offers several MICROS hardware options, including the PC Workstation 2010 (PCWS 2010), the Workstation 5 (WS5), Workstation 4 LX (WS4 LX), and Mobile MICROS, a wireless handheld terminal
- Uses the MICROS Client Application Loader (CAL), a proprietary technology that replaces traditional software installation on each client. MICROS CAL's intelligent software agent is designed to remotely manage MICROS RES software deployment, maintenance, and upgrades



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