



# RESTAURANT ENTERPRISE SOLUTION

## Overview

**MICROS RES 4.0 offers fully integrated point-of-sale with tools for the back-office, restaurant operations, and guest services. For owners of multiple restaurant locations RES 4.0 offers enterprise management. RES 4.0 provides end-to-end communications throughout your operation to increase efficiency, speed-of-service, and ultimately provide a better guest experience for your customers.**

**When security, data integrity, easy software deployment, and real-time business intelligence top your list of requirements, RES 4.0 is your solution.**

### 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

### Point-of-Sale

- 3700 TSR
- 3700 QSR

### Enterprise Office

- mymicros.net
- Enterprise Management
- myLabor
- myInventory

### Restaurant Operations

- Alert Manager
- Kitchen Display System
- Guest Services Solution
- Table Management Solution
- Digital Menu Board

### Guest Experience

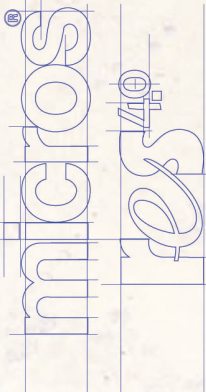
- iCare
- Guest Connection
- Kiosk

### Workstations

- PCWS 2010
- WS4 LX
- WS5

### Peripherals

- Mobile MICROS
- Restaurant Display Controller



## Security

MICROS RES 4.0 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 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 RES 4.0 security design meets or exceeds current data security requirements in the following ways:

- ▣ Employs strong data encryption
- ▣ Provides workable 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 RES 4.0 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 are 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 touch-screen displays
  - ▣ Affects the color, shape, imagery of touchscreen components, including buttons, backgrounds, information areas, prompts, and check detail
  - ▣ 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 4.0 is a Fully Open System

- ▣ Uses open technology that allows RES 4.0 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 Client Application Loader (CAL), a proprietary technology that replaces traditional software installation on each client. CAL's intelligent software agent is designed to remotely manage RES 4.0 software deployment, maintenance, and upgrades



### Corporate Headquarters and Americas Regional Office

7031 Columbia Gateway Drive  
Columbia, MD 21046-2289, USA  
www.micros.com

Sales information:  
(443) 285-6000  
(866) 287-4736 (US and Canada)  
info@micros.com

**Asia Pacific** (61) 2-94 85 10 00

**Europe/Africa/Middle East** (49) 2131-137-0

**Latin America** (54) 11-4119-1150

**micros®** is a registered trademark of  
MICROS Systems, Inc.