

9700 HMS

Introducing a Powerful System

hotels, resorts, casinos, cruises and restaurants
with Proven Results



The MICROS 9700 HMS offers you the ultimate point-of-sale (POS) system for your hotels, resorts, casinos, cruises and restaurants. Combining innovation, advanced technologies, reliable hardware and robust reporting features, 9700 HMS will make even your most complex operations run smoothly. This single system linking POS transactions, back office functions and guest management capabilities will enable you to manage your operation better, increase the productivity of your employees and improve guest service.

micros[®]

LES **9000**
large enterprise solution

Flexibility, Ease of use, Innovation, Quality -- these are the hallmarks of the MICROS 9700 Hospitality Management System (HMS). They are the characteristics that make 9700 HMS one of the most widely used point-of-sale solution in the leisure and entertainment market. Built on years of industry experience, 9700 HMS has the feature set to meet the demands of all aspects of the hospitality industry, from high volume operations such as Resorts and Casinos to specialty dining Restaurants, and extensive retail operations.

9700 HMS delivers the business intelligence you need to make timely, well-informed business decisions through a collection of mature, easy-to-use tools, allowing you to quickly find the information you need without investing in lengthy training. And 9700 HMS is proven, with installations ranging from small, specialized operations to large enterprise configurations spanning multiple properties in large geographic areas. Whether you operate one restaurant or hundreds, 9700 HMS has the functionality and experience to meet your needs.

Advanced Technology

Advanced Security

Security is one of the most frequently discussed topics in the industry today. MICROS' position as the industry leader allows us to not only stay at the forefront of secure implementations, it allows us to participate in the development of industry standards. Recent security initiatives include the implementation of VISA USA's Cardholder Information Security Program, or CISP, making 9700 HMS one of only a few POS solutions certified as CISP/PCI compliant. In addition, 9700 HMS offers unsurpassed access control, with operational, configuration and reporting privileges associated with user credentials. 9700 HMS seamlessly integrates with directory services and extends to the point-of-sales client with features designed to provide complete security, auditing and analysis of all workstation-based activities. There is even an option to capture all keystrokes performed at workstations by specific employees. 9700 HMS provides easy to use tools to sift through auditing data, providing quick analysis and the capabilities to spot trends. 9700 HMS video surveillance capabilities provides playback of digital video from within the auditing tools. Complete employee auditing, options to disallow certain activities and digital video surveillance makes 9700 HMS the most secure POS available today, and the right solution for today's rigorous security requirements.

Advanced technology leads to higher performance

9700 HMS is built on the Microsoft .NET framework, an extensible platform that provides superior scalability and integration capabilities. This robust infrastructure allows you to focus on business problems and guest service rather than dealing with system integration and availability issues. 9700 HMS "always on" client solution provides operational resiliency keeping your operation running regardless of the condition of you technical environment.



MICROS KBWS4



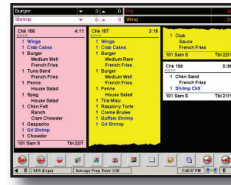
MICROS PCWS 2010

9700 KDS

9700 HMS Kitchen Display System (KDS) takes the guesswork and uncertainty out of food service management. KDS improves communication between kitchen, management and wait staff, enabling kitchen efficiency, and improving operations through a paperless kitchen environment.

Graphical order displays organize and send orders to all prep or expo stations, providing you with a consolidated view with current status, and allowing you to monitor preparation time, providing constant feedback to the kitchen staff and managers.

Speed of Service gives you a real time view of your operation with color status, timers and drill down capabilities to check detail for each table. Performance data is captured for reporting and analysis so that you can pinpoint production problem areas.



Innovative Solution

9700 Kiosk

9700 HMS Self-Service Kiosk is designed to streamline POS transactions, providing faster service to your guests and increased revenue to your business. Self-service transactions can reduce service times by allowing guests the freedom and flexibility to place their own orders, freeing your employees to focus on production and service. The flexible, intuitive user interface makes ordering quick and easy, and provides up-selling as well as marketing opportunities through interactive guest prompting and messaging. Best of all, the 9700 Kiosk solutions features a flexible, open design that allows you to choose the right hardware platform for your specific environment. Freedom, flexibility and choice makes 9700HMS Kiosk the right choice for your self-service environment.



9700 RFID Payment

9700 HMS RFID Payment solution accepts RFID-enabled Wristbands, Gift, Loyalty and Credit and Room Charge Cards, allowing your guests the flexibility of using the payment of their choice. RFID Payment is easy to use and offers fast, efficient payment processing with optional signature capture capabilities.

9700 HMS RFID Payment is capable of working with value on the band or centralized stored value systems, and provides PMS, Casino System and Credit Card payment options.

The MICROS Gift Card and Loyalty solution, **iCare**, extends the RFID Payment, helping drive repeat business by leveraging the rich guest marketing database for marketing and promotional programs.

Signature Capture

Signature Capture is useful in any environment where guests regularly sign paper documents to finalize charges such as room or credit card charges. Signature Capture offers the ability to capture, store and retrieve a copy of the guest's signature along with associated check details, dramatically reducing the cost of storage, manage disputes and retrieval of paper copies.

9700 Transaction Services

Transaction Services provides a web service XML gateway into 9700 HMS capable of processing transactions from many different types of customer-facing applications, such as web, kiosk, vending and in-room ordering systems. Transaction Services allow your guests to place orders and make reservations from anywhere, anytime.



Hardware

Whether your enterprise requires a fully functional touch-screen PC, a mobile device or a POS appliance MICRO S has the solution for you. All 9700 HMS hardware options are designed with your environment in mind, spill resistant, modular design, an array of connection options and a multi-port design for numerous POS peripherals.

Flexible Hardware

Workstation 4

It's attractive, has a low profile, and is highly durable. The industry's first POS appliance developed with Microsoft CE.NET embedded technology. A low cost, low maintenance and a high return on investment POS workstation.

PCWS 2010

A fully functional stand alone PC with an integrated touchscreen, the PCWS 2010 is built in the MICRO S tradition of PC workstations. A complete compact designed PC that is built for the hospitality industry, allowing you to run other software packages as well as POS operations.

Keyboard Workstation 4

A weather resistant POS terminal that provides quick transactions on a flexible keyboard layout. With LAN connectivity, online and offline capabilities, you can now take your POS outdoors; pool side, to the roof top, on the golf course or wherever your guests require service.



Signature Capture

Everyday millions of transactions are conducted with a form of electronic payment, such as credit card, gift cards, and account postings. 9700 HMS signature capture eases the burden of capturing, storing and retrieving signatures associated with these types of payments. Available in both fixed and handheld devices, 9700 HMS Signature Capture presents a digital copy of the check allowing guests to add gratuity and capture and store the electronic signature along with the associated check detail. Your enterprise can retrieve the digital signature using 9700 HMS transaction analysis tools.

Hand-Held Touchscreen Terminals

The ultimate in flexibility, hand held terminals allow you to provide superior service in any location. 9700 HMS will allow you to use credit, gift and loyalty cards, room and account charges in virtually any area of your enterprise while capturing customer signatures and reducing guest wait time.

Mobile MICRO S will operate on any Microsoft® Windows® Mobile 2003 device, however MICRO S recommends and supports Symbol products



Advanced Reporting

9700 HMS offers a complete set of web-based reporting, auditing, and analysis tools designed to deliver the information you need to run your business. Use our intuitive, web-based reporting solution to retrieve a Financial Summary by Revenue Center for a single business date, and quickly expand the scope to include all locations in the eastern region for a two-week period. Look at the Sales Mix or Sales by Employee for any date and any location. Quickly find the sales totals for a period of time within a single business day, such as lunch on Tuesday, and with two clicks of the mouse expand the

scope for the entire week. All reports can be viewed within the browser, or exported to Microsoft Excel or .pdf format. The system's auditing and analysis tools provide the supporting data you need to make informed business decisions.

When it comes to reporting and analysis, only 9700 HMS offers the complete package that is easy to use and inclusive of the information you demand, making 9700 HMS the right solution for your reporting and auditing needs.

Enterprise Environment

Powerful and Innovative Integration

Would you like to offer your guests the ability to order room service from their in-room television, or place an order at a kiosk anywhere on your property? How easy is it to feed your CRM or data warehouse with timely point-of-sale information? Can your point-of-sale solution interface with any gift card program through a standard, published API? If not, maybe it's time to look at 9700 HMS.

9700 HMS offers a full suite of system integration options, providing you with the tools they needed to enhance your system and easily share data throughout your enterprise.

9700 HMS offers the most flexible, feature rich interfaces in the industry. Interfaces that in many cases have become industry standards. Data movement can be achieved using open industry standards such as SQL, web services or standard integration tools. Point-of-sale transactions can be imported using 9700 Transaction Services, a published API, allowing orders originating at third-party systems to be treated as a native 9700 HMS transaction.

Industry leading interface functionality, flexibility and open standards make 9700 HMS the best solution for your environment.

Guest Profile Management

9700 HMS Reservation and Table Management modules are designed to seamlessly capture complete guest information, details that can be shared with your staff efficiently and discreetly at every guest service point. A guest profile is created with the guest's initial reservation, and reused with each subsequent visit. Each guest profile is enhanced over the course of time, reflecting guest preferences, special events and detailed information about each visit.

A Host or Maitre'd uses Table Management to manage reservations for each meal period. All reservations are displayed on a single screen, allowing managers an inclusive view of the day's business. When a guest arrives to be seated, the guest is selected and moved to an open table by touch or mouse click. This process not only assigns the guest profile to a table, but also opens a check for the waiter servicing the selected table, sending important guest information right to the guest check. As service progresses each course updates the Table Management screen with the current status. Once service is completed, the guest's profile is updated with all the important details. 9700's reservation and table management provides the complete set of guest management tools to power your guest centric organization.



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