micros®

A Superior Advantage –
Expanding with your Business

MICROS Simphony™ is the premier enterprise enabled Point-of-Sale (POS) solution that enables your business to flourish by providing you the tools for success.

Simphony™ is more than just a POS; it is a Hospitality Management Platform. We enable you to manage your business through a single tool with vast integration capabilities.

Simphony™ has been developed as a next generation Point-of-Sale that grows with your business, increasing guest satisfaction and operational efficiency.

A World of Capabilities:

• MICROS mobile devices for Simphony™ – increase speed of service and improve turn times.

• Superior POS Advantage – increases business efficiency and guest satisfaction.

• Unparalleled Scalability – ensures the system meets your business needs from 1 to 25,000+ workstations.

• Host in the Cloud – to control on-site infrastructure cost and server maintenance requirements.

• Real-time Enterprise Reporting – means real-time actionable data with superior mobile and web-based reporting capabilities.

• Offline Resiliency – allows seamless continuation of business operations online or off.

• Develop Guest Loyalty – with MICROS iCare support.

• Advanced Security – allows access control, data, and employee auditing.

Revolutionary Technology Enhancing Guest Satisfaction

Simphony™ ensures prompt food and beverage delivery, loyalty tracking, and general ease of service while satisfying guest expectations and increasing employee efficiency. The system features unprecedented enterprise management and reporting, allowing simplification of operational management. Simphony™ is exceptionally flexible and scalable, meaning it can grow with your developing business.

Bring immediate service to your guests with MICROS mobile devices for Simphony™. Process credit and loyalty card payments anywhere at a moment's notice. Increase speed of service and security - the credit card never leaves the guest's sight!

Improve communication between kitchen, management, and staff, with Simphony™ KDS (Kitchen Display System). Increase kitchen efficiency and improve operations through a cost saving paperless kitchen environment. View real-time operations with status, timers, and drill down capabilities for easy access to order-specific information. With KDS, performance data is captured for reporting and analysis allowing problem areas to be pinpointed and addressed.

Centrally manage your entire system from anywhere. Simphony™ can be deployed from a single site to thousands – across brands, time zones, and even continents. Our back of house software allows management from a single application.

Spend more time focusing on your guests. Let MICROS manage your technology for you by hosting in the cloud and improve your on-site infrastructure cost and server maintenance. Gain new or improved Simphony™ functionality with simplified upgrades, and reap the full benefits of your MICROS software purchase by completing patches and fixes quickly.

Increase your sales and control your labor and food costs with real-time web-based and interactive reporting capabilities. With a complete set of mobile reporting, auditing, and analysis tools designed to excel your business, Simphony™ can retrieve financial data at any level of your enterprise onsite or off, as well as drill down to very specific data without running multiple reports.

Deliver the same great guest experiece online or off. Simphony's™ resiliency allows seamless continuation of business operations in the event of a network failure.

Keep guests loyal and increase visit frequency. MICROS iCare supports gift cards and loyalty programs allowing your guests to take advantage of your services as well as track their purchase history and redemption points. We have third-party integration capabilities to fit all of your needs.

Increase security with a system that is PCI-DSS certified and ready for Point-to-Point Encryption with tokeniztion or EMV.

Profit From:

- Mobile capabilities for fast service anywhere
- Paperless Kitchen
- Superior architecture, scalability, resiliency, flexible configuration deployment options, and integration
- Actionable Reporting
- Adding advanced security to protect systems from theft, whether from employees or guests

Find out more about how MICROS can help you grow

Get in touch with us for more information or speak with one of our trusted advisors.

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Fast Casual with Simphony™

MICROS Simphony™ was intriniscally designed to serve and enhance the food & beverage industry. It features a multitude of functions created specifically for fast casual environments, including tools to improve order accuracy, speed of food delivery, loyalty tracking, and much more. In conjunction with superior real-time reporting and enterprise based configuration, Simphony™ Point-of-Sale is the preferred software platform for fast casual environments.

Increase speed of service with mobile app payment. Stand out from your competition by offering mobile payments that increase customer engagement and move them through the line faster. MICROS works with leading mobile payment providers like PayPal, Google Wallet, Isis, and more.

Unparalleled speed of deployment. Easily share Simphony™ configuration between sites streamlining to future locations.

Improve accuracy and speed of service with the conversational ordering feature. Orders may be entered into the POS in the sequence that they are given, greatly simplifying the ordering process.

Increase order entry speed with the automatic combo recognition feature. Simphony™ automatically recognizes combo meals based on items ordered, calculating special pricing to ensure discounts are never missed, and improving order entry time.

Boost guest loyalty with MICROS iCare. Reward and encourage repeat customers by allowing them to track their progress and take advantage of your services.

Simphony™ offers scanner and scale integration, ideal for a deli, buffet, or basic retail environment.

Your future orders will always be on time. Simphony™ automatically sends online and call ahead orders to the kitchen based on when they are needed.

Profit From:

- Increased guest satisfaction with the mobile app payment feature
- Automatic combo recognition and conversational ordering increases ordering efficiency and accuracy
- Online and call ahead orders automatically sent

Tableside Service with Simphony™

MICROS Simphony™ was intriniscally designed to serve and enhance the food & beverage industry. It features a multitude of functions created specifically for tableside service, including tools to ensure timely guest seating, food delivery, loyalty tracking, and much more. In conjunction with superior real-time reporting and enterprise based configuration, Simphony™ Point-of-Sale is the preferred software platform for full service environments.

Increase speed of service with mobile app payment. MICROS works with leading mobile payment providers like PayPal, Google Wallet, Isis, and more. Stand out from your competition by offering mobile payments that increase customer engagement.

Manage reservations and waitlists easily with Simphony™ table management. Guests can make reservations using MICROS myreservations, and Simphony™ will suggest available tables based on a real-time list of reserved or waiting parties, server rotation, and section assignments.

Ensure accurate food delivery with Simphony™ Seat Management. With this functionality, any staff member is able to deliver food to a specific seat, and each guest can receive a separate check. Loyalty can also be linked to each seat separately, allowing for multiple MICROS iCare loyalty accounts on a single check.

Easily manage multiple courses. Simphony™ can automatically trigger a fixed-price menu based on the seat and items ordered, eliminating the need for multiple menu creation.

Save time with the Simphony™ advanced gesturing system. Quickly move an item to a different seat, merge two tables with minimal keystrokes, and efficiently utilize screen space with show-hide functionality.

Profit From:

- Easier reservation and waitlist management
- Seamless check separation and seat organization
- The ability to link loyalty accounts at the seat level
- Automatic fixed-price menu creation
- Increased order entry and editing efficiency

Sports and Entertainment with Simphony™

MICROS Simphony™ was intriniscally designed to enhance the sports and entertainment industry, serving stadiums, arenas, theme parks, and more. Simphony™ features a multitude of functions including e-business solutions integration, suite management, enhanced retail functionality, tiered pricing, paperless kitchen solutions, and gift and credit card support. In conjunction with superior reporting and enterprise based configuration, Simphony™ Point-of-Sale is the preferred software platform for the sports and entertainment industry.

Elevate in-seat customer experience with mobile devices for Simphony™. Allow your customers the freedom of ordering from the comfort of their seats, and stand out from your competition by offering mobile payments that increase customer engagement. MICROS works with leading mobile payment providers like PayPal, Google Wallet, Isis, and more.

Improve accuracy and speed of service with the conversational ordering feature. Orders may be entered into the POS in the sequence that they are given, simplifying the ordering process.

Increase order entry speed with the automatic combo recognition feature. Simphony™ automatically recognizes combo meals based on items ordered, calculating special pricing to ensure discounts are never missed, and improving order entry time.

Simphony™ offers basic retail functionality for stadium and arenas with many different outlets.

Provide your luxury suite guests flexibility with MICROS Suites Management. Guests can order in advance or the day of an event, and can choose to pay onsite or be billed later. The advanced reordering feature makes event preparation simple, and robust real-time and historical reporting capabilities provides at-a-glance incite anytime.

Boost inventory longevity and trim labor costs with Simphony™ Venue Management. Easily manage inventory and purchase orders, track and project cost of sales for each event, and calculate group commission by product or location.

Save valuable counter space with our slim and durable workstation options. Simphony™ provides full POS capabilities in many different form factors to fit your operational needs.

Profit From:

- Automatic combo recognition and conversational ordering increases ordering efficiency and accuracy
- Faster service and increased guest satisfaction with the kiosk solution
- Save time and money with inventory management