



## MICROS re-architected Opera Suite using Oracle Fusion Middleware

MICROS SYSTEMS INC.,  
Columbia, MD  
www.micros.com

**INDUSTRY:**  
Hospitality  
Retail

**ANNUAL REVENUE:**  
\$954 M

**EMPLOYEES:**  
4800

**ORACLE PRODUCTS AND SERVICES:**  
Oracle Database 10g R2  
Oracle Real Application Clusters (RAC)  
Oracle Application Development Framework (ADF)  
Oracle Jdeveloper  
Oracle Web Logic Application Server 10g  
Oracle Business Intelligence Enterprise Edition Plus  
Oracle SOA Suite 10g

**KEY BENEFITS:**

- Improved agility and flexibility
- Lower total cost of development
- Reduced time to market

"Oracle Fusion Middleware stacks including declarative design tools in J2EE, SOA Suite and Oracle Service Bus helped in ongoing re-architecture of our Opera suite of applications to meet ever changing business needs." – Boro Petrovic, Chief Technology Officer

MICROS is the world's leading developer of enterprise applications for the hospitality and specialty retail industries. MICROS enterprise information system serves table service and quick service restaurants, independent and chain hotels, the leisure and entertainment industry, and specialty retail stores, with complete information management solutions including point of sale software, property management applications, hardware, enterprise systems integration, consulting, and support. MICROS is the global leader in the restaurant industry with more than 310,000 installations worldwide. MICROS is the only full systems solutions provider for all market segments with a global distribution and service network in place for major chains, regional chains, local independents, table service, and the quick service market. MICROS provides restaurant information systems comprising hardware and software for point-of-sale (POS) and operational applications, as well as a suite of back office applications that include inventory, labor and financial management, and other centrally hosted enterprise applications. MICROS provides a scalable solution to manage the complex operational requirements associated with large enterprises, including hotels, casinos, airports, theme parks, stadiums, and cruise lines.

### Platform Savings

MICROS realized tremendous savings in time and effort by using an integrated technology stack. MICROS decided to focus its R&D investment in building differentiating functionality and providing value added services to its customers by leveraging infrastructure technologies that are designed and tested to work together out-of-the-box.

Besides Oracle Database 10g and Oracle Real Application Clusters (RAC) to meet high transaction throughput levels at a significantly lower TCO, Micros development team has used Oracle J2EE based design and development Application Development Framework (ADF) with Jdeveloper. Micros chose

to deploy Opera Suite on Oracle Application Server 10g to leverage and exploit its Grid computing capabilities, hot pluggable architecture, and support for standards based Services Oriented Architecture (SOA).

SOA enables Micros to publish the core business functions as web services and utilize Oracle BPEL Process Manager and Enterprise Service Bus technologies to connect with external systems and orchestrate business processes.

Micros has integrated Oracle's Business Intelligence Enterprise Edition (BIEE) platform components such as Oracle BIEE Answers, Dashboards, Delivers and Oracle Business Intelligence Publisher to build their next generation BI and reporting solutions with their Opera suite to meet end user query and reporting needs.

**Why Oracle? Oracle Development platform is agile, flexible, and available at low cost**

Oracle provides a high-performance, highly reliable, and secure database that is ideal for a scalable architecture. Micros also decided to re architect their Opera suite of applications on Oracle Fusion Middleware for agility and flexibility.

### About Micros

Through its global markets subsidiary, MICROS-Fidelio International, MICROS continues to strengthen its worldwide position as the premier provider of enterprise-wide integrated information technologies for the hotel industry. MICROS-Fidelio has become "the standard" in the industry with over 25,000 installations worldwide. Its enterprise solutions include multi-property, fully integrated hotel systems encompassing property management

Systems, sales and catering systems, central reservation systems, customer information systems, revenue management systems, an Internet/global distribution system-based hotel reservation service called myfidelio.net, and installation and support services associated with the various software products. Through its global distribution and service network, MICROS-Fidelio serves all segments of the market including luxury, upscale, mid-price, economy, budget, full service, specialized service, and limited service hotels. MICROS's hotel client base includes InterContinental Hotels Group, Shangri-La Hotels, Best Western, Four Seasons, Fairmont Hotels, Le Meridien Hotels, MGM Mirage, and Travelodge to name a few.