

**MICROS SYSTEMS, INC.**

Columbia, Maryland
www.micros.com

INDUSTRY:

Hospitality
Retail

ANNUAL REVENUE:

US\$954.2 million

EMPLOYEES:

4,800

ORACLE PRODUCTS AND SERVICES:

Oracle Database 10g
Oracle Real Application
Clusters

KEY BENEFITS:

- Improved scalability and availability
- Lower total cost of ownership
- Reduced time to market

MICROS Delivers Highly Available Hospitality Solutions on Oracle Real Applications Clusters

"We were looking for a highly redundant, scalable, and cost-effective model to meet the ever-challenging needs of the hotel and hospitality business environment. Oracle Real Application Clusters has met and addressed the requirements."—Boro Petrovic, Chief Technology Officer, MICROS Systems, Inc.

MICROS is the world's leading developer of enterprise applications for the hospitality and specialty retail industries. The MICROS enterprise information system is used in table service and quick service restaurants, independent and chain hotels, the leisure and entertainment industry, and specialty retail stores. It provides complete information management solutions including point-of-sale software, property management applications, hardware, enterprise systems integration, consulting, and support.

MICROS has more than 310,000 installations worldwide, and is the only full system solutions provider for all retail and hospitality market segments. While MICROS provides hardware and software for point-of-sale and operational applications, it also offers a suite of back-office applications for inventory, labor, and financial management. MICROS solutions can scale to manage the complex operational requirements of extremely large enterprises, such as hotels, casinos, airports, theme parks, stadiums, and cruise lines.

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. MICROS-Fidelio has become the standard in the industry, with more than 25,000 installations worldwide.

MICROS offers enterprise solutions for multi-property, fully integrated hotel systems including property management systems, sales and catering systems, central reservation systems, customer information systems, and revenue management systems. It also offers an internet-based global distribution system for hotel reservation service 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 hotel



industry including luxury, upscale, mid-price, economy, budget, full-service, specialized-service, and limited-service hotels.

MICROS realized tremendous savings in time and effort by using an integrated technology stack. It focused its R&D investment on building functionality that differentiates the company and provides value-added services to its customers that leverage infrastructure technologies and are designed and tested to work together out of the box.

Oracle Database meets these high transaction-throughput levels at a significantly lower total cost of ownership. Oracle Real Application Clusters (Oracle RAC) runs applications faster and offers immense scalability. Further, if a server fails, Oracle RAC keeps running. Administrators can even add and scale an Oracle Database10g grid online—even while the database is in use.

Oracle provides a high-performance, highly reliable, and secure database that is ideal for scalable architectures. For these reasons, MICROS chose Oracle Database 10g and Oracle Real Application Clusters for its enterprise applications.