Oracle Hospitality Connect

January 28 – 30, 2020 | San Diego, CA

Safe harbor statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, timing, and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.
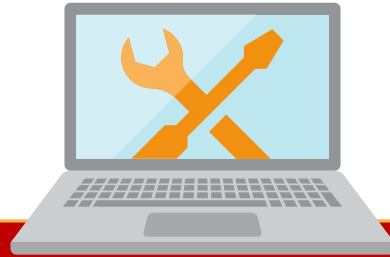
Agenda

1 ▶ Our current focus areas

2 ▶ What is beyond 12 months?

3 ▶ Simplifying integrations

Focused Priorities for our first year

Product

Delivery

Customer Success

How to Start Delivering on our Promise

ORACLE® + micros
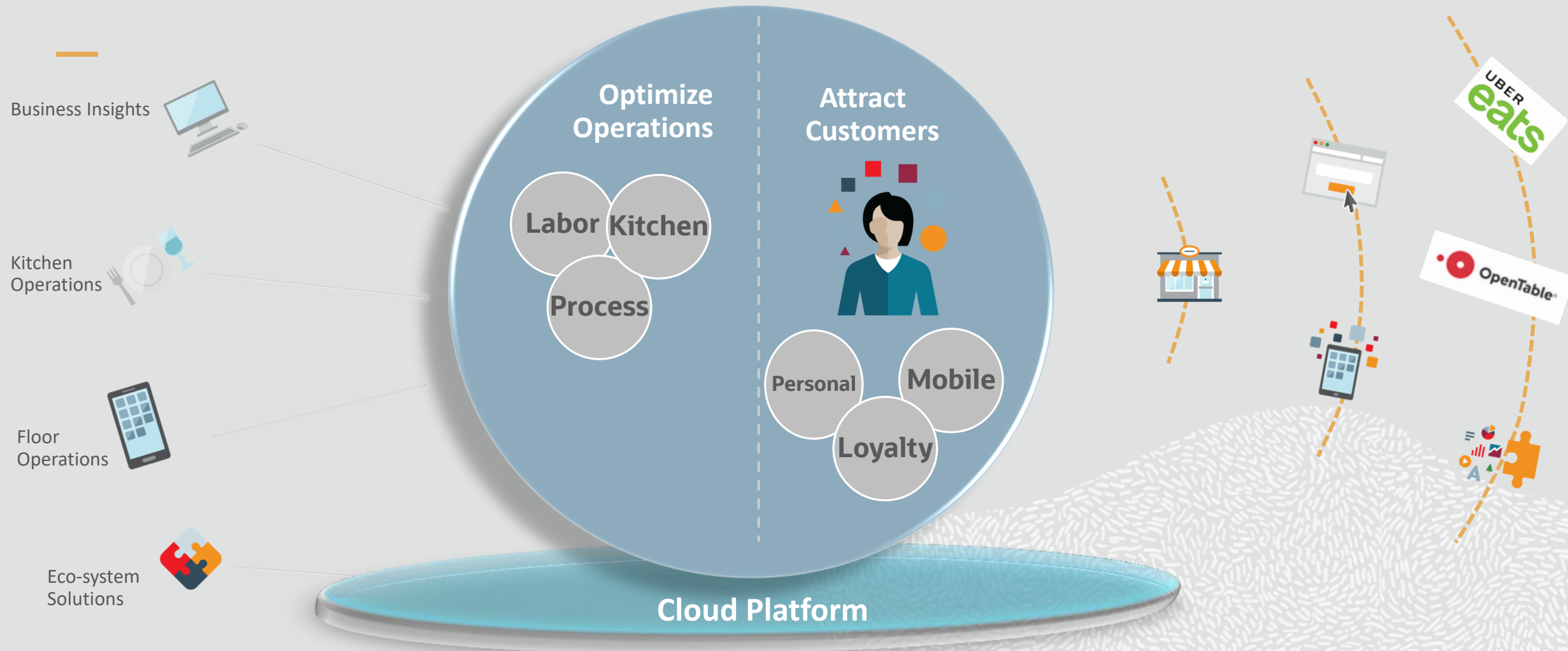
Functional Depth

Delivery

Innovation

Simplicity

We will power a global transaction platform capable of delivering personalized guest experiences through best of class operations across the entire F&B industry

Business Insights

Kitchen Operations

Floor Operations

Eco-system Solutions

Optimize Operations

Labor · Kitchen · Process

Attract Customers

Personal · Mobile · Loyalty

Cloud Platform

UBER eats

OpenTable

Momentum in the past 12 months

Added over 10,000 new Simphony cloud workstations

Improved cloud stability by 30%

Fiscal compliance in 10 more countries

Achieved 25,000 transactions a minute with largest Simphony Customer

Added 32 more HW compliant countries

Added 56 integration and 26 payment partners

Our Product Focus

Oracle F&B 12-month Roadmap Snapshot

Linux
Offer both a Linux and Windows OS platform to reduce complexity and drive down cost

Customer Engagement
Native support of Customer Marketing Display hardware.
Native Kiosk design
Streamline loyalty program management

Better Together
Bringing tighter integration between OPERA and Simphony

Refreshed Reporting & Analytics
Refreshed Reporting User Experience & report formatting

Self Service Data Access

Operational Efficiency
Simplified 'entry level' Simphony (both configuration and operations)

Numerous KDS enhancements for Expo station balancing, dynamic cook times and sharable target done times. Integration to key KDS partners

Broader Oracle Portfolio
Integration with NetSuite, ERP, CX

Embrace Cloud Native (CNE) datacentres

Introduce machine learning

Digital & Omnichannel
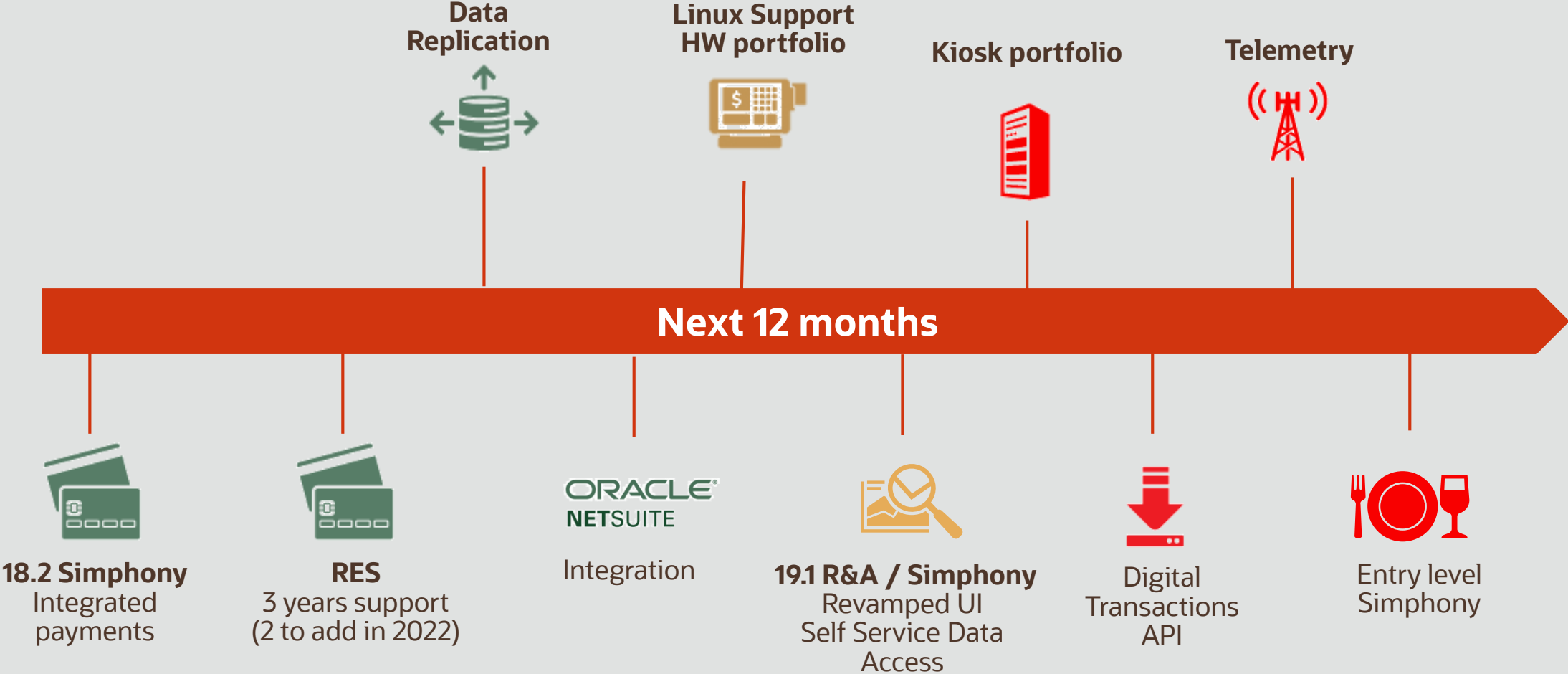Streamline digital and delivery orders. New Cloud API to manage menu in one place

Modernize Hardware Platform
Embrace Android for mobility / payments. New range for mobility, kiosk.

Simplified out of the box HW experience

Tracking to 2020 F&B Connect Commitments

Data Replication

Linux Support HW portfolio

Kiosk portfolio

Telemetry

Next 12 months

18.2 Simphony
Integrated payments

RES
3 years support
(2 to add in 2022)

ORACLE
NETSUITE
Integration

19.1 R&A / Simphony
Revamped UI
Self Service Data
Access

Digital
Transactions
API

Entry level
Simphony

Improving Integrations

Why Integrate with the Food and Beverage Cloud?

Integrating your solution with Simphony ensures that partners truly own their guest experience and increase profitability by providing direct access to Oracle's APIs. Joining Oracle's Food and Beverage Cloud Marketplace puts your product in the spotlight, increasing brand awareness by introducing your solution to a growing global audience. Please use the links and videos below as they will help you with the integration process.
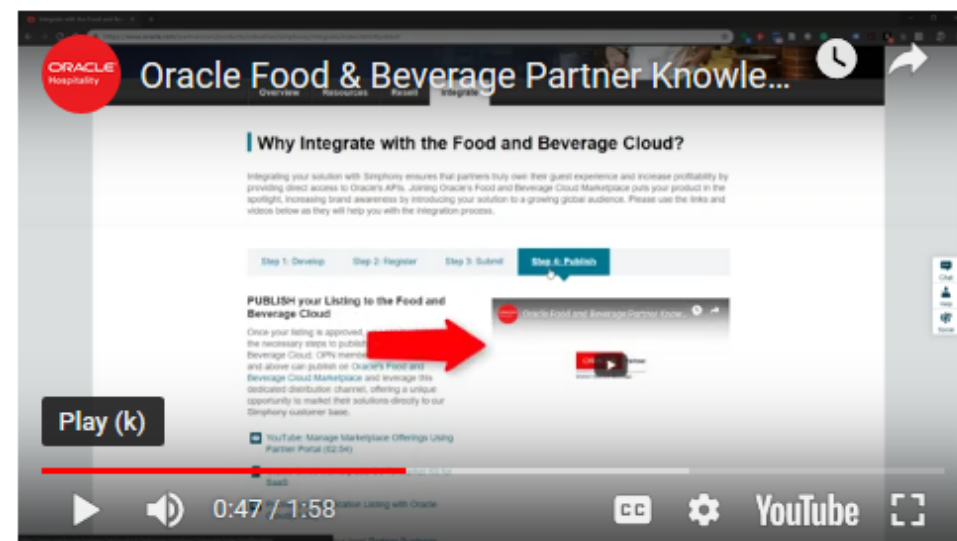
Step 1: Develop | Step 2: Register | Step 3: Submit | Step 4: Publish

DEVELOP Your Simphony Cloud Solution

In order to help our partners navigate Simphony's integration use cases, included below are helpful videos, links, and API resources that will assist you in reaching your business goals.

Choose your Integration Point

Click on one of the Apiary buttons below to begin your integration development.

Apiary for Transaction Services →

Oracle Food & Beverage Partner Knowle...

Play (k)

0:47 / 1:58

YouTube

https://cloudmarketplace.oracle.com/marketplace/foodbev

Filters

Reset

Category
- [ ] Data / Analytics
- [ ] Delivery
- [ ] Gift & Loyalty
- [ ] Inventory Management
- [ ] Kiosk

More

Price
- ( ) Paid
- ( ) Free

Release Date
- ( ) < 30 days
- ( ) < 60 days
- ( ) < 90 days

Top-Rated Apps

Sort by Rating ⌄

Patronpath

Point of Sale Integrated Online Ordering

★★★★★ (0)

Yellow Dog Inventory

Inventory Management System for Retail & Food &

Rappi Micros Integration

Get orders from Rappi into your Micros POS

Free

Touché

Integrated payment and loyalty solution for your

Weeloy Simphony Transaction Services AP

Weeloy Simphony

QikServe Kiosk App

Your Platform To Perform

At Table (Web App)

Your platform to perform
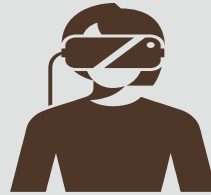
Como Sense

by Como

ORACLE

What is beyond 12 months?
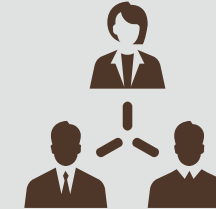
Where else are we focusing?

Omnichannel management
Marketplace / delivery as a service
Own-brand ordering web apps
Kiosk – improved UI/UX

Oracle Collaboration
Customer Experience (CX) Integration
Chatbot/digital assistant
Autonomous database (self upgrades)
Telemetry (utilize SD-WAN)

Customer engagement
More customer profiling
Table Management modernisation
Payment Tokenisation for recognition

Back of house operations
Inventory modernisation
Labor modernisation
Build AI into the kitchen

Food and Beverage Strategy
Detailed Roadmap

Courtney Walton

Senior Solutions Manager
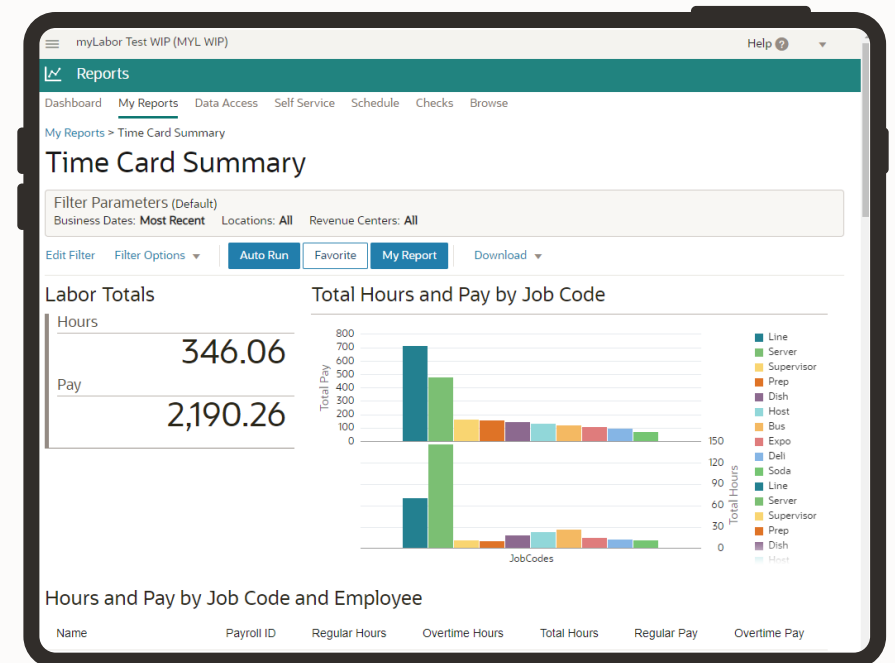
Oracle Hospitality

January 2020

Reporting and Analytics

- **Provide new ways to visualize and analyze business data**
  - Customizable Dashboards
  - Responsive design for tablets and laptops displays
  - Redesigned reports with KPIs

- **Ensure data can be easily shared with external applications**
  - Self Service Data Access for exporting data via API or sFTP

Reporting and Analytics – New, Intuitive Design

- Powerful business data available on the Dashboard can be customized by roles and unique users

- Improved visualizations & KPIs available in a simplified list of updated & consolidated reports

- New business insights can be found in over 30 new reports
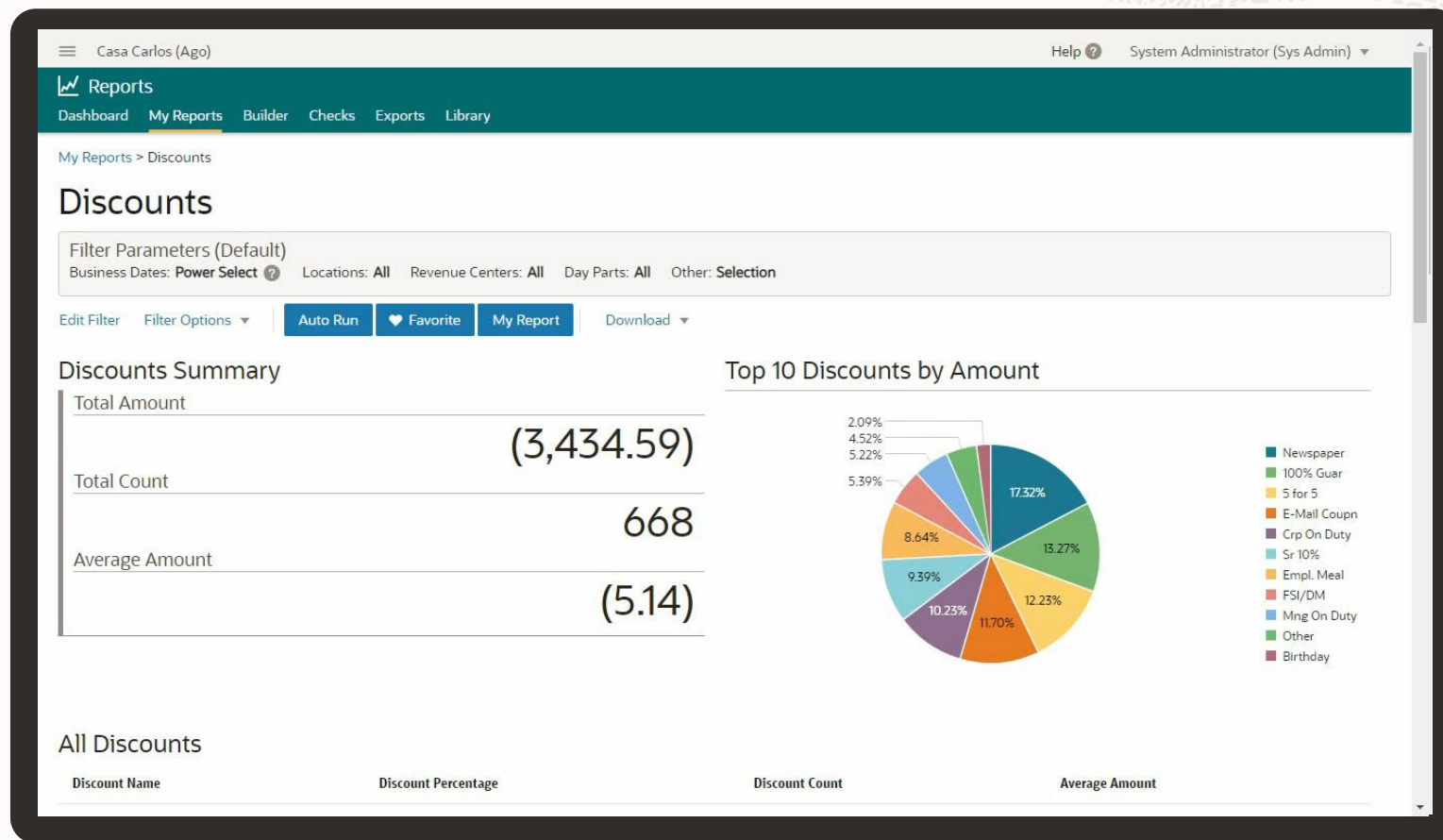
Payments

**Enable businesses to do more with Payment Partners, including support for the following:**

- Add voucher data for CC payments
- Fast Pay (pre-tap)
- Gift Cards
- Cash Back
- 3rd party gift cards
- Cash out Stored Value Cards

Digital & Omnichannel

- **Streamline Delivery and Takeout**
  - Provides takeout services from partners during the ordering process
- **Provide anonymous Guest profile to store order data**
  - Enables simple re-orders by mobile numbers
- **Simplify online ordering system management with new Cloud API**
  - Provides both location and cloud based APIs to power mobile applications and Kiosks
  - Manage customer facing content such as menu items, store information & discounts
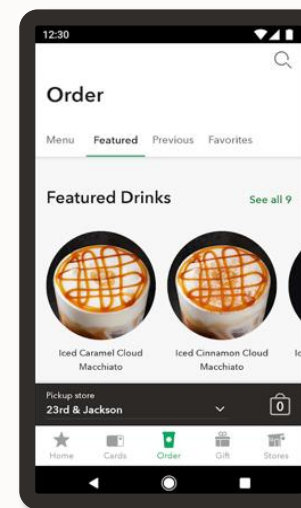
POSTMATES

GRUBHUB™

Customer Engagement

- **Oracle F&B Gift and Loyalty Enhancements**
  - Ensure guest profiles and loyalty programs are easy to set up and maintain
    - Manage profiles for all guests who have visited a location.
    - Update loyalty program creation using a wizard based user interface
  - Provide new ways to attract, engage, and retain customers
    - Integrate with Oracle Responsys for data export and segmentation.
    - Data & Analytics for unidentified guests using credit card tokens
- **Increase upsell opportunities with a Customer Facing Marketing Display**
  - When idle, can display marketing content
  - When customer order is in process, can display customer order data for promotions and potential upsell

Operational Efficiency

- **Kitchen Display Enhancements**
  - **Use past performance to drive future kitchen efficiency**
    - Balance orders between Expo areas using historical prep time data
    - Determine cook time using historical data from kitchen devices
  - Support **multiple Expo zones** for restaurants with high capacity prep areas
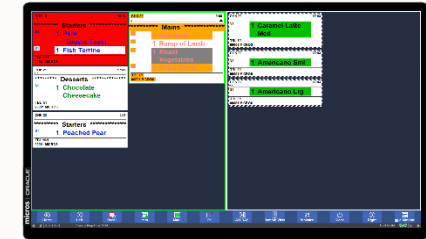 - **Share Target Done time via API** for delivery partners.

Creating synergies with the Broader Oracle Portfolio

- Integration of Netsuite ERP reports and dashboards with Simphony POS transactional data

- Synchronization of HR, inventory, and menu data between Netsuite and Simphony in near real-time

- Manage business operations for multi-unit restaurants from a single platform
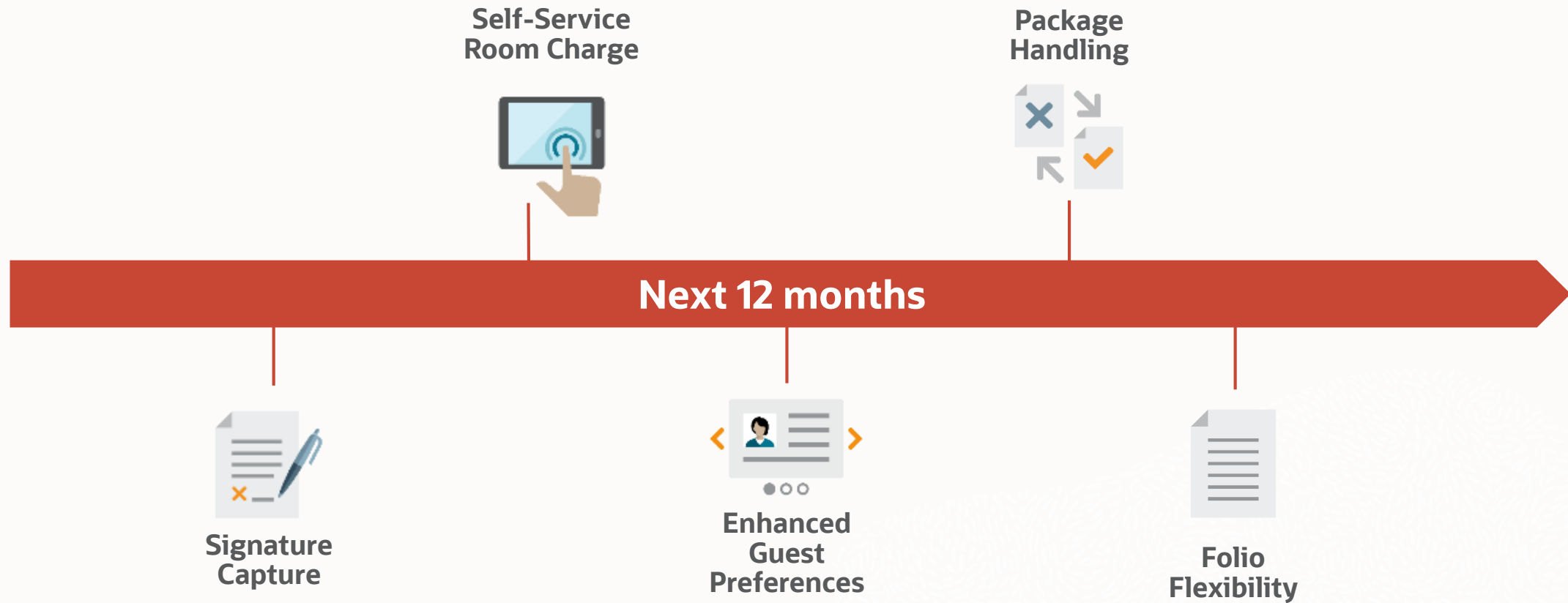
Modernize Hardware Platform

- **Fresh takes on proven hardware offerings**
  - **Mid-Life update of WS6** – Improved performance and economics
  - **Kitchen Display All-in-One Platform**
- **Continued innovation in mobile restaurant technology**
  - **Updated Tablet 721 w/ PIN Entry Device (PED)**
  - **Android Hand-held device(s)** on Oracle Price List
- **Focus on Hardware Versatility**
  - **Linux Hardware Offering –** Linux and Windows 10 support for the majority of the hardware portfolio
  - **Kiosk Offering** – Kiosk hardware options on Oracle Price List

Better Together – OPERA and Simphony United

**Self-Service
Room Charge**

**Package
Handling**

Next 12 months

**Signature
Capture**

**Enhanced
Guest
Preferences**

**Folio
Flexibility**

Diamond sponsor **VISA**

Thank you