

**Best-in-class
services and support**

**for a smooth-running business
and increased productivity**

Superior support and services – your ingredients for highest productivity and reliability

Today's increasingly demanding consumers expect to have their transactions processed quickly and easily – wherever they are. Be it checking in and out of a hotel or booking a room online, ordering food via a mobile device or at the counter of a fast-food restaurant – customers expect a smooth, seamless experience.

Are you set for the future? We'll help you get there. We deliver an unrivalled range of state-of-the-art application support and business technology services to the hospitality and speciality retail industries that help you design, deploy, support and manage your technology solutions. Our international application and hardware support teams, professional consulting expertise and our unique data centre infrastructure have made us the technology partner of choice all around the world. Our success is built upon continuously delivering the best customer interaction possible for your business while increasing productivity and reducing risk and operating costs. We help you make the most of your IT assets and unlock the potential of your application intelligence by combining industry understanding with unique technology expertise. We accompany the entire project life cycle or any part thereof from the initial design, development and testing to implementation and management. Our industry-experienced support specialists and highly skilled technical experts rely on an unparalleled knowledge base. MICROS-Fidelio can help you align your IT investments and applications with your business processes in order to smoothly manage changes in your market environment.

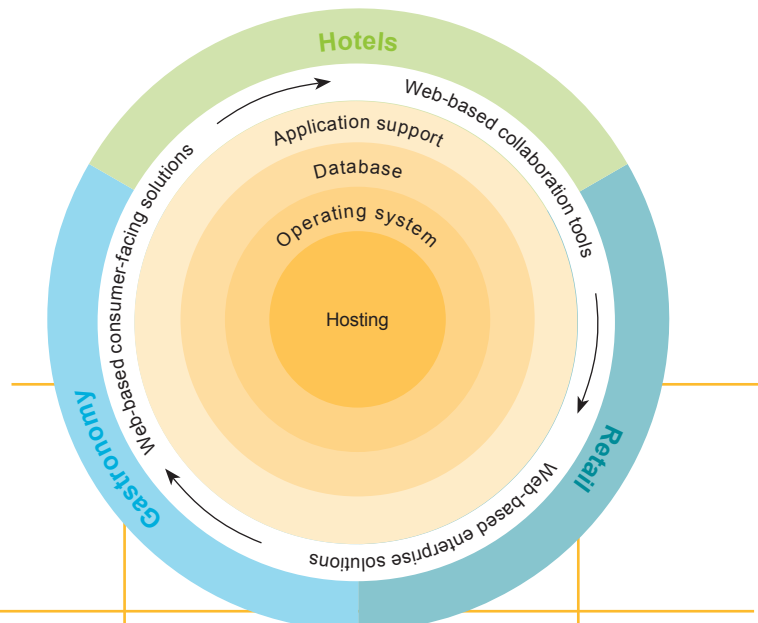
Benefit from direct vendor support. Since there are no third parties involved, you have access to our comprehensive product knowledge coupled with efficient communication paths. We are committed to continually improving our products and processes in order to offer superior support to our customers and to help them continually find innovative ways of enhancing interactions with their customers.

With a global distribution and service network in place, our support and service package serves the entire spectrum: from major internationals, regional chains and local independents to single-site installations, centralised global enterprise applications and even completely hosted solutions. Our support and service professionals offer advice and expertise at every stage so that you can maximise your return on investment (ROI) and reduce total cost of ownership (TCO).

Our service hubs in Central Europe and the Middle East

ensure proximity to the markets and quick reaction times. We are heavily investing in training, technology and infrastructure to ensure that we continually meet your service needs and remain productive and competitive in an environment dictated by change, uncertainty and almost daily technological advancements.

Comprehensive service and support







Fastest response times and maximum business flexibility

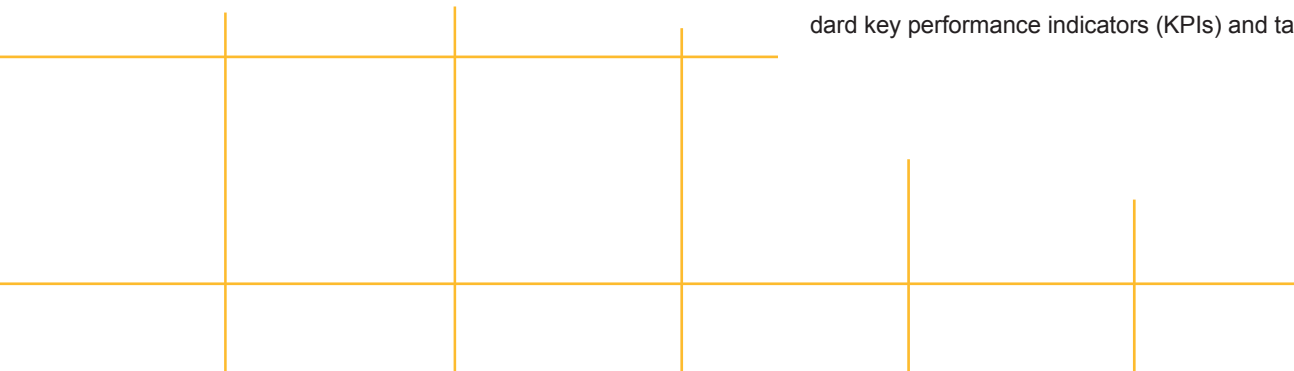
Your applications have significant and far-reaching implications for your business in terms of conserving costs, increasing productivity and raising service levels. When managed as core assets, your applications will vastly improve how you use information, anticipate and drive change, communicate and collaborate. Wherever you are in the application life cycle, MICROS-Fidelio offers a complete portfolio of services that gives you the edge you need to succeed. We have over twenty years of experience in successfully serving a diverse range of companies in all major market segments.

Our 700+ support employees in 52 local subsidiaries

and authorised distribution partners within the EAME region promptly provide answers and solutions in local language. We have a three-tier support infrastructure consisting of local level 1 support teams backed up by highly specialised level 2 experts who operate from our regional support centres in Ireland and Germany. Level 2 also acts as a direct liaison between the local support operations and the developers and programmers on level 3.

In addition to supporting our own applications, MICROS-

Fidelio provides reliable and competitive operating system- and network-related support and on-site service based on your maintenance contract. To meet varied needs, we offer different contract models ranging from baseline support available during normal business hours, to premium 24/7 support. Support areas include Applications, Platform & Network and Interfaces. Moreover we place great emphasis on transparency. Therefore our service levels are measured by industry standard key performance indicators (KPIs) and tailor-made





customer satisfaction surveys. A detailed reporting package is always available, including performance and frequency metrics, support incident details and summaries. Our customers have online access to our case management system and can open cases, monitor their status or close them at any time.

Top technology and support:

- Professional consulting
- System installation
- System configuration
- Operator and manager training
- On-site hardware maintenance
- Customised software development
- Application support
- Network support

MICROS-Fidelio POS hardware services reduce TCO. Our POS systems are built to last in tough environments such as harsh conditions in amusement parks, arenas and fast-food outlets. Regular preventive maintenance keeps wear and tear to a minimum and protects your investment as well as reducing downtime. We offer a wide range of standard hardware maintenance plans that let you foresee and budget future cost. Take advantage of faster and cost-effective spare part availability as well as replacement POS units if repairs cannot be taken care of on site. In order to maximise the efficiency of your hardware resources, we operate central despatch services and local repair centres in most EAME countries – ultimately increasing your ROI and productivity.

Extended business value of hosting – turning customer relationships into next-generation partnerships

MICROS-Fidelio gives you the flexibility you need to do business as you please. Our solutions can be deployed using hardware and IT services managed on site or alternatively opt for a full, service-hosted data centre environment. Based on your business needs and risks, you can choose from several flexible service level options.

Flexibility and scalability through central hosting. CEOs need to build flexibility into their organisation and broaden their sales and communication channels – there is no need to create and own everything in-house. CIOs translate this into providing an infrastructure that can scale rapidly and absorb new business relationships, keeping IT strategically aligned with the business to shorten the path from idea to implementation to market. Our central hosting solutions are perfectly aligned to meet these requirements and offer our customers an outstanding outsourcing model.

The MICROS-Fidelio outsourcing or hosting infrastructure and partnership enable your company to take advantage of our wider capabilities and pre-eminent resources in research, development and consulting to solve your specific business

and IT challenges, increase your strategic effectiveness and implement better ways of doing business. The hosting services will include all hardware, software, storage hardware, network hardware and communications needed to operate your applications. Our deep process and industry knowledge enables MICROS-Fidelio to build and operate next-generation solutions customised to our clients' business needs.

Physical and logical security – Our A1A-certified data centres use modern server technology and place a very strong emphasis on data security and PCI-DSS compliance. The data centre complies with PCI-DSS level 1 credit card security requirements. MICROS has contracted Trustware, a VISA-authorized, external PCI compliance validation company, to perform ongoing audits to ensure credit card security is maintained.

Take advantage of all the benefits of hosting from MICROS-Fidelio

- Reduce operating expenses
- Increase revenue
- Improve distribution
- Centralise MIS installation
- Get an enterprise-wide view of your business-critical applications
- Benefit from low CAPEX investment
- Achieve economy of scale in MIS administration and communication
- Leverage enterprise features



The experienced professionals of the MICROS-Fidelio data hosting team are specialists in delivering centralised network functionality through scalable enterprise solutions for companies of all sizes. We currently host over 50 customers, 45 hotel chains, 1,800 property management systems, 2,500 central reservation systems and over 2,200 restaurants. MICROS-Fidelio's great strength is an ideal combination of technical excellence, product and service innovation, and confidence-inspiring longevity.

Our professional services team is there for you every step of the way – helping you configure your MICROS-Fidelio solution to meet your specific corporate requirements, as well as the particular needs of individual sites. Integrating legacy systems and creating custom interfaces for third-party systems is only part of what we do. We provide smoothly integrated solutions that other vendors simply cannot match. Our in-depth knowledge of the products and industry makes our professional services the key to your project success.

'Thanks to MICROS, we have freed our IT operations of all previous challenges, allowing us to concentrate on impacting Louvre Hotels' primary business goals.'

Thierry Guiraudios, Vice President of IT for Louvre Hotels

Louvre Hotels looked to the MICROS-Fidelio data centre and professional services in Frankfurt to help fuel growth and to strengthen the organisation's other business initiatives. 'Our return on investment is measured by the positive benefits we've reaped from centrally hosted OPERA', stated Thierry Guiraudios, Vice President of IT for Louvre Hotels. By consolidating all OPERA applications to the MICROS-Fidelio data centre and including both support and hardware in a "one contract, one contact" centralised solution, MICROS-Fidelio has helped Louvre Hotels reduce its maintenance support costs by 70% – which in turn has improved financial controls. IT management especially values the savings made from the simultaneous upgrade process. Reservations via direct Internet bookings have also increased by 300% for the 500 hotels involved. Interfacing with global portal partners is easier to manage due to the direct link between the partner and Louvre Hotels' database and application. Staff productivity and morale has also been improved, making this project a resounding success.



Find out more about what MICROS-Fidelio can do for you

For more information about our Service and Support Portfolio please contact us at sales-eu@micros.com.

About MICROS-Fidelio

Serving the hospitality and speciality retail industries, we are the world's leading developer of enterprise applications. Our global presence and local support have helped us build a long list of references – hotels, restaurants, conference centres, retail, stadiums, theme parks, casinos and cruise ships. We maintain an intense dialogue with colleagues throughout these industries. The result is a wide range of integrated software, hardware and business technology solutions and services. These help to optimise your operations and increase profits by providing your guests with a personalised service.

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