



micros

At-a-Glance

R E S T A U R A N T S O L U T I O N S

Who is MICROS?

MICROS Systems, Inc. is the world's leading developer of enterprise applications serving the hospitality and specialty retail industries exclusively. MICROS serves table service and quick service restaurants, hotels, the leisure and entertainment industry, and specialty retail stores, with complete information management solutions.

How Do We Serve the Restaurant Industry?

MICROS Restaurant Solutions provides full-featured point-of-sale (POS) software, hardware, and support services for table service, quick service, and fast casual restaurants. Back office applications including inventory, labor and financial management, and other centrally hosted enterprise applications are also offered.

FAST FACTS

- Global headquarters based in Columbia, MD
- NASDAQ: MCRS
- Restaurants Solutions include fully integrated POS, back-office, and above store applications, hardware, and support services
- Worldwide infrastructure with four Customer Support Centers in Columbia, MD, Ireland, Singapore and Argentina
- 4,800+ employees worldwide
- 45 subsidiaries in major markets
- 111 distributors in 45 countries
- 310,000 terminals installed worldwide (*restaurant industry*)
- \$954.2 million revenue in fiscal year 2008
- Over \$100 million invested in Product Research & Development over the last 3 years
- Over \$510 million spent in Customer Service over the last 3 years

Five Reasons to Select MICROS:

A Safe and Reliable Investment

Building on our success from the past 31 years, MICROS has solid, stable financial performance and capital strength that will allow us to meet your information system and service needs, no matter what happens tomorrow.

Strong Commitment to Customer Satisfaction

Our goals are simple....honor our commitments and provide the highest level of customer satisfaction. We understand customer satisfaction is based on positive experiences, superior product performance, reliability, and consistent product support.

Solutions Designed Specifically for the Industry

Recognized as the leading worldwide designer, manufacturer and service provider of information systems for the hospitality industry, MICROS solutions are successfully installed in 147 countries and on all 7 continents.

Systems with a History of Success

Reliably engineered, easy to install, with simple to use technology, MICROS solutions are designed to produce a high level of return on your investment. The right tools, consulting, and support services will ensure your success.

Broad Industry Experience

MICROS employs world-class people, disciplined through industry experience, who truly understand your business objectives.



MICROS Restaurant Solutions Summary Portfolio:

- ▶ **MICROS RES** - Fully integrated POS for table service and quick service restaurants
- ▶ **MICROS 9700 HMS** - POS product designed for large foodservice operations
- ▶ **Simphony™** - Centrally-hosted POS for enterprise foodservice operations
- ▶ **MICROS e7** - POS product designed for small restaurants
- ▶ **mymicros.net** - Suite of web-based software products

MICROS Support Services for Restaurants:

One-year on-site hardware warranty included with MICROS POS system purchase:

- ▶ Service Agents provide parts to address hardware issues and resolve software challenges within four hours of arriving on-site
- ▶ Service calls placed at a central location are centrally dispatched and monitored by the Customer Care Manager
- ▶ Call reporting in place to show performance compared to Service Level Agreements
- ▶ Various on-site and depot hardware service plans are available for post-warranty support
- ▶ Service Engineers available on-site to every county in the United States

Additional available software support services:

- ▶ 7x24x365 Application Help Desk
- ▶ Credit Card Support - Credit Authorization Electronic Draft Capture
- ▶ Software Recovery - Recovery and reloading of MICROS POS system, from backup, when back office server requires repair
- ▶ SEL (Software Enhancement License) - Software modifications and updates at no cost for the licensing fee

Marquee Restaurant and Foodservice Clients:

- ▶ **Table service:** Fill space in with local table service customers. Do not move this text box as it is hard very difficult to realign. You can add up to three lines of customers.
- ▶ **Quick service:** Fill space in with local quick service customers. Do not move this text box as it is hard very difficult to realign. You can add up to three lines of customers.
- ▶ **Hotels with restaurants:** Fill space in with local hotel customers. Do not move this text box as it is hard very difficult to realign. You can add up to three lines of customers.
- ▶ **Complex foodservice environments:** Fill space in with local foodservice customers. Do not move this text box as it is hard very difficult to realign. You can add up to three lines.
- ▶ **Large POS installations:** Fill space in with local hotel customers. Do not move this text box as it is hard very difficult to realign. You can add up to three lines of customers.

Client Testimonials:

"We love the new system and how fast you were able to get it up and running."

- El Mariachi Monterey, CA

"We are very happy with Advanced Business Solutions and Micros, and would highly recommend them to anyone."

- Seacliff Inn / Severino's Grill
Aptos, CA

"You and ABS have delivered on your promise of excellent support. We all talk about delivering customer service these days but it's very refreshing to see a company really deliver on their promise."

- Jamie Tougas, Tougas
Enterprises



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