

Facts & Figures

The global market leader for hospitality IT

Our company values – to exceed expectations and to continuously provide outstanding value to our customers and stakeholders. Our business – to provide state-of-the-art hospitality software and hardware solutions based on future-proof technology that enable rapid, sustainable growth. Our passion – to make our clients' businesses run smoother. We understand the challenges our industries face and are constantly adapting to the changes that technological, economic and environmental issues demand. To protect our environment and natural resources we fully comply with current environmental standards and procedures.

With over 30 years of experience in the business, we have developed an integrated solution portfolio that enables businesses of any size to streamline and optimise processes, increase efficiency, reduce operational costs and increase customer satisfaction and loyalty.

Our solutions are successfully deployed in the following markets:

Hotels and Resorts – MICROS-Fidelio solutions are scalable and adaptable to meet everyone's needs – from international hotel chains and individual hotels, to small guest houses, bed and breakfast establishments and boarding houses.

Food Service – MICROS Point of Sale and Information Management Systems are utilised around the world in:

- **Restaurants:** Table service and quick-service restaurants, train stations, coffee shops, pubs and bars
- **Leisure & Entertainment:** Stadiums and arenas, casinos, theme parks

Retail – MICROS-Retail software solutions optimise customer-oriented business processes – from headquarters to branches.

Beyond classic hospitality we deliver solutions for the cruise industry, golf and country clubs, spa and leisure as well as conference centres.

MICROS at a glance

MICROS Systems Inc. is a global market leader in the hospitality, speciality retail and business technology solutions sector. Our stock is traded on NASDAQ under the symbol MCRS. 4,619 employees in over 145 countries around the world create and implement custom-made and highly scalable solutions for any size of business. All our solutions are backed up by a unique service and support concept. MICROS serves the Europe, Africa and the Middle East markets through its regional headquarters and wholly owned subsidiary MICROS-FIDELIO GmbH in Neuss, Germany. The solution portfolio ranges from local single-site installations over centralised global enterprise applications to completely hosted solutions.

Continuing growth: a global presence built upon strong local support organisations

Our company's world-class support organisation provides support service 24/7, with standardised service levels across borders. We believe real local expertise is only developed through establishing and committing to a long-term presence in a country. This enables us to provide fast and flexible local support services in the respective national language in each country we serve.

Our local first level support is backed up by specialised second level support through our two regional service centres in Galway, Ireland, and Neuss, Germany. 700+ trained and certified support engineers deliver application support services throughout the EAME region through a strong 3-tier, state-of-the-art organisation.

Top technology and support

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

Creating value for our clients all over the world

Key data	MICROS Systems Inc.
Revenue*	US \$ 954.2 million
Operating income*	US \$ 139.3 million
Employees	4,619

*Financial year 2008 (July–June)

Data Centres offer software-hosting capabilities, which enable customers to use the software without investing in hardware and a network. MICROS has implemented five data centres worldwide in conjunction with third-party vendors to serve as hosting centres for customers deploying our various hosted and application service products. The Frankfurt data centre and two regional service hubs cater to the EAME customer needs.

Why MICROS?

- Solid, stable financial performance, capital strength and continuous investment in product research and development.
- Scalable product portfolio, fine-tuned solutions for the small, medium and large customer segments.
- Serving a strong customer base. Broad legacy support and protection of our customers' investment paired with guidance and support of future-proof technology migration path, smooth evolution.
- We provide the basis for agile business through hosting, where IT assets are aligned to business services in a standard, flexible and architected fashion.
- Global presence, local support. We have built the world's largest and most innovative support centre for the hospitality industry.

Find out more about how MICROS can help you grow

Get in touch with us for more information or to schedule a demo and consultation appointment.

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