

Keep it simple

Centralise your POS system updates

In today's fast-paced hospitality industry, here's where you can save time and money: the new menu has to be in the POS system and up and running for the lunch rush on Monday – in multiple locations and formats. No excuses. That's why we offer our Enterprise Management Bureau Service as the perfect addition to our market-leading MICROS-Fidelio POS systems. EM Bureau Service takes care of your entire system configuration needs – centrally, punctually and in the exact form of your choosing. Our highly trained professional team can take care of every aspect of the POS system-maintenance process – giving your teams the time to do what they do best – take care of your guests.

The EM Bureau Service team can manage every aspect of the MICROS-Fidelio POS applications – from a simple price change to a complete change of menu items and screens. Profit from a well-maintained, uniform system that supports all your employees. Cut down on the IT training time needed for your food and beverage manager or all other employees. The till system and data is maintained and serviced at our dedicated hosting centre. Extremely competitive fees are straightforward and clearly structured.



EM Bureau Service – centralised system configuration for restaurant and hotel chains

- System configuration
- Device configuration
- Touch screens
- Employee access
- Menus or other content

EM Bureau Service provides:

- Centrally maintained database/s
- Scheduled and verified backups of the central database/s daily
- General database/s maintenance
- Store configuration

The power of peace of mind – professional POS service meets integrated solutions

European restaurant and hotel chains across the service spectrum look to MICROS-Fidelio to meet their hospitality technology needs. They are combining the efficiency of the EM Bureau Service with the power of our Enterprise Management Application Suites for peace of mind and an amazing return on investment. Reduce costs, eliminate mistakes and streamline processes with this truly integrated solution and service combination.

Our future-proof solutions and innovative service enable you to cope with all your challenges. Create new sites quickly and easily, and with our experts taking care of the ongoing configuration, you can be sure that the entire system will be ready to go when you need it. Even if you have different styles of operations – fast food and table service restaurants – these can be grouped and managed via the EM Bureau Service.

As the number one provider of hosted solutions, we have built the world's largest and most innovative support centre network for the hospitality industry. Our Enterprise Management solutions support various business models on both the operational and capital expenses side. MICROS-Fidelio has the products, the people and the passion to provide you with the tools you need to increase sales, reduce costs and to better serve your customers.

Additional services offered:

- Daily or weekly sales reporting
- Weekly menu item consumption reporting
- myinventory Management (food & beverage stock)
- mylabor Management (labour management)

Products covered include:

- MICROS 3700 v3.2 or higher
- MICROS 9700 HMS v3.0 or higher
- MICROS Symphony™ v1.0 or higher

Profit from:

- Reduced cost of system expertise needed at property level
- Reduced cost of new property openings
- Multiple handling of different property concepts (quick service / table service / retail)
- Accurate and timely deployment of new menus and changes
- Annual housekeeping of property database and validation (overnight)



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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