

Oracle MICROS Symphony Cloud Service



Symphony is a cloud-based enterprise hospitality management platform that provides point-of-sale (POS) and back-office functionality on fixed and mobile devices, supporting a wide range of food and beverage operations. It has guest engagement capabilities, standardized reporting, and advanced central management controls that can also increase your operational efficiency. This service handles multi-property POS configurations made up of thousands of workstations, but it is still flexible enough to efficiently manage a single property operations.

KEY FEATURES

- Cloud-enabled business efficiency and agility with lower IT costs
- Centralized management of menus, pricing and promotions
- Flexible order management controls to suit all environments
- Kitchen management functionality for consistency and efficiency
- Ability to continue operating when the internet connection is down
- Mobile-enabled with multiple hardware options for flexibility
- Cash management to maximize revenues by tracking cash flow
- Labor management capability to streamline staff scheduling
- Multilanguage and currency support
- Customer engagement with live content in a rich user interface
- Conversational ordering with a fluid workflow that enables cashier to enter orders as they are given
- Powerful reporting for comprehensive real-time data accessible by mobile
- Integration to online ordering and payment applications



MODERN AND MOBILE

Improve your guest's experience with mobile devices for Oracle MICROS Symphony Cloud Service. Give your customers the ability to self-order and stand out from your competition by offering mobile payment methods that increase customer engagement.

STREAMLINE F&B OPERATIONS

Oracle MICROS Symphony Cloud Service has been specifically designed to meet the needs of the food and beverage industry. It has a multitude of functions specially created for hospitality, these include tools that ensure timely guest seating, food delivery, loyalty tracking, and much more:

- Improve accuracy and speed of service with the conversational ordering feature
- Increase order entry speed with the automatic combo recognition feature
- Easily manage multiple courses
- Maximize efficiency and quality with management functionality
- Manage reservations and waitlist easily with the table management feature
- Accurate food delivery every time with the seat management feature
- Ensure that your orders always arrive on time



Oracle MICROS Symphony Cloud utilizes state-of-the-art Oracle technology together with an intuitive and service-oriented architecture. It is designed to synchronize front-of-house, back-office, and kitchen operations, perfectly.



Reduce the cost of IT management across the enterprise in the cloud



Take guest engagement to higher levels with a POS solution that encompasses most mobile devices



Increased consistency, efficiency, and customer satisfaction through centralized management



Operational agility. Bring new ideas and innovations to the market



Manage multiple operation concepts, styles, and brands within just one enterprise



Easily extend solution to include loyalty, and inventory management



Gain access from anywhere in the world to financial results from an intuitive dashboard, compare locations with a budget or history



Easy integration via APIs that connect to mobile payment options, mobile waiter app, and more

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