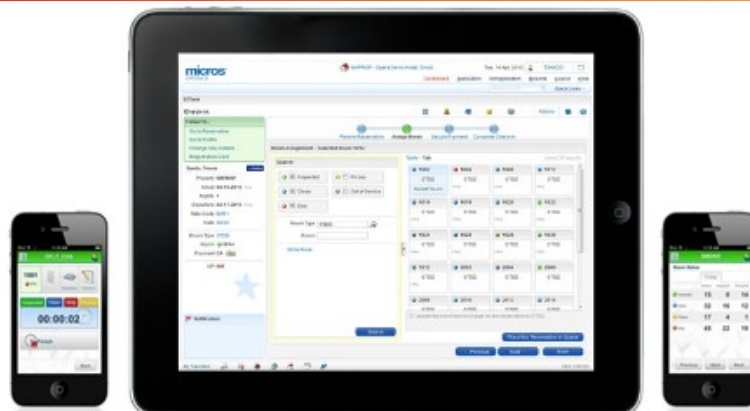
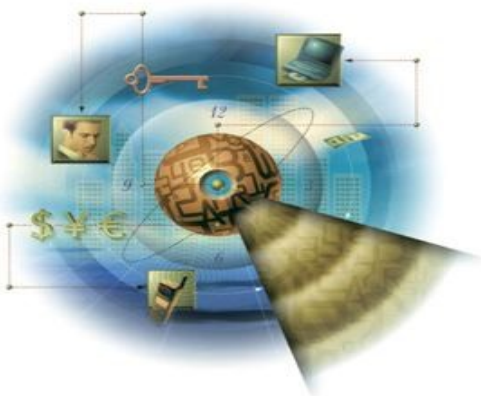




INTRODUCTION TO MICROS OPERA V.5 AND V.9 & FRONT OFFICE REVIEW



ORACLE[®] micros[®]



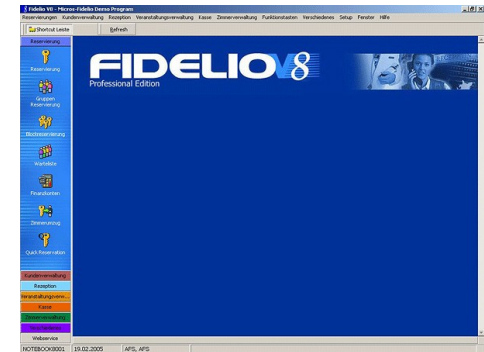
Mr. Ryan Joseph Calinao



MICROS Systems, Inc., was headquartered in Columbia, Maryland, USA. The company manufactured and sold computer hardware, software, and services for the restaurant point of sale, hotel, hospitality, specialty retail and similar markets.

micros® FIDELIO

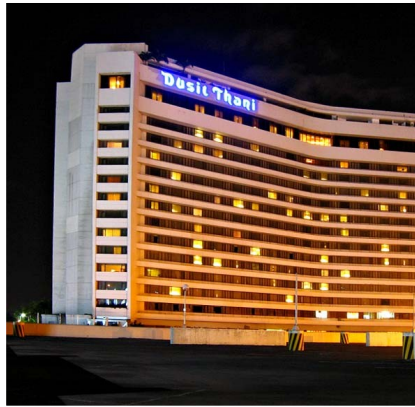
FIDELIO
Cruise



MICROS Systems' software and hardware is used in the restaurant industry and primarily includes touchscreen computers for the serving staff to place orders, which are then sent to kitchen and bar printers for preparation.



- MICROS Systems, Inc. provides leading enterprise-wide applications, services and hardware for the hospitality and retail industries. Serving an extensive portfolio of clients worldwide, MICROS solutions are utilized in over 567,000 hotels, casinos, table and quick service restaurants, retail, leisure and entertainment, fuel and convenience, cruise, and travel operations in more than 1 continents.



- MICROS combines its industry knowledge and expertise to provide cloud-based, mobile and on premise solutions that allow its clients to streamline operations and successfully engage their customers.



Fidelio is the complete integrated system package designed to achieve the maximum efficiency of the hotel

This property management system is produced in Munich, Germany.

Fidelio is dos based and the newer version 'Opera' is oracle based.



ORACLE® Micros Opera uses the most robust and most scalable **D A T A B A S E** database engine- Oracle Database

On June 23, 2014, [Oracle Corporation](#) announced that it is buying MICROS Systems for \$68 per share in cash for a total value of appx \$1.5 billion.

So, It was rename **ORACLE®**
micros®



Property Management with OPERA

OPERA is the MICROS property management system used in many large hotel chains, such as Travelodge Hotels UK, Crown Resorts, Hyatt Hotels and Resorts, Rydges Hotels and Resorts, Oberoi Hotels & Resorts, Marriott Hotels and Starwood Hotels and Resorts Resorts and Suites, Radisson Hotels and Resorts the InterContinental the Thistle



It is the successor to the popular Fidelio PMS (Property Management System)



The Product

OPERA Enterprise Solution

OPERA Enterprise Solution (OES), the revolutionary product suite of MICROS-FIDELIO software, is a concept built of similarly powerful elements.

Introduces an enterprise-wide technical and operational solution for independent hotels and hotel chains.

Can be deployed in a seamless local, regional and global environment, thus providing an unparalleled free TM(Transportation Management) flow of information

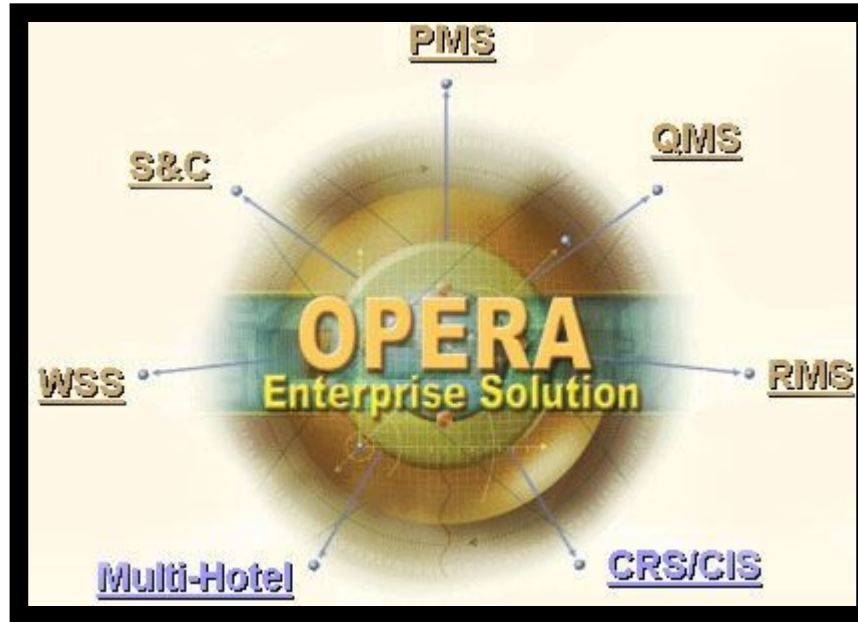
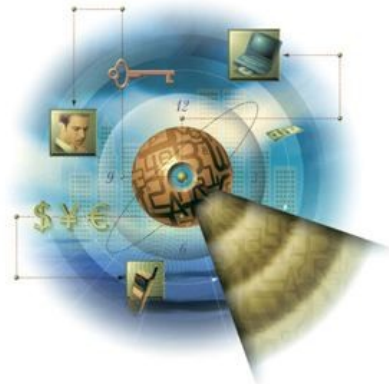
Introduces new concepts of guest service and service delivery by utilizing the free flow of information and new technology on a local or intra- chain level.

is not a single product offering, but a fully integrated suite of products consisting of modules that can be easily added or expanded allowing effective and easy deployment from smaller operations to global, multi-branded hotel chain environments.



The Product

OPERA Enterprise Solution



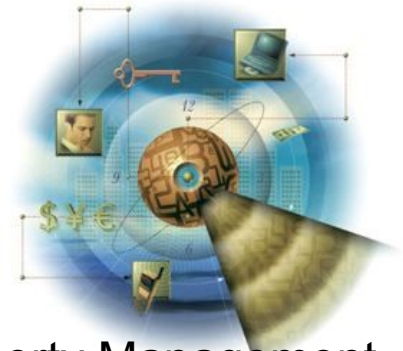
OES can be deployed in any size environment, from a single property with just Front Office to a large, full service hotel with Sales & Marketing, Catering, Revenue Management, Quality Management, Back Office, and Materials Management.



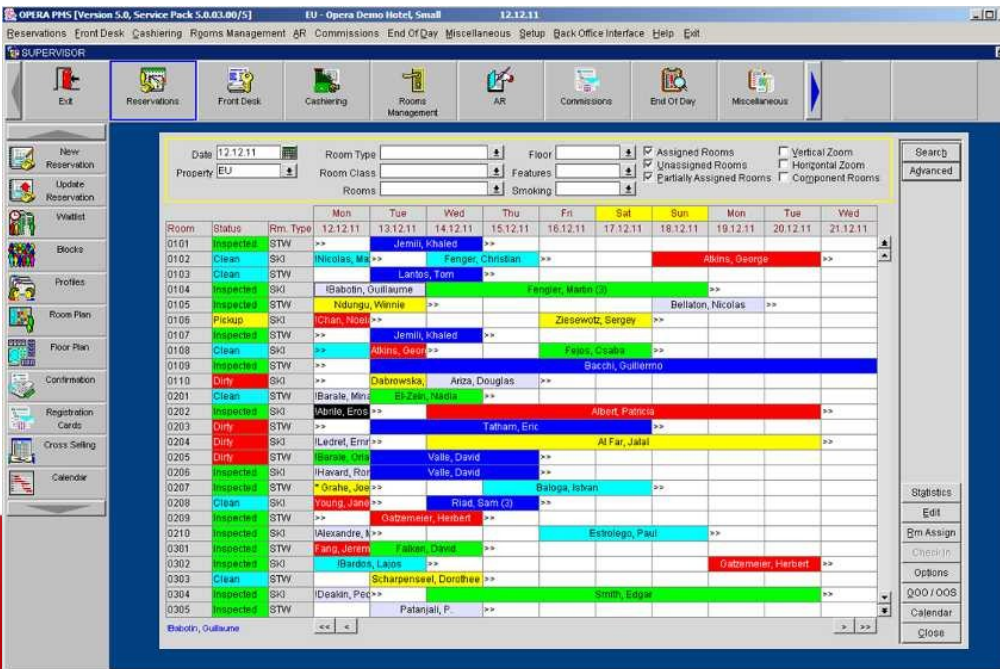
The Product

OPERA Enterprise Solution

Sub-product Property Management System (PMS)



- At the core of the OPERA integrated solution is the OPERA Property Management System.
- Designed to meet the varied requirements of any size hotel or hotel chain, OPERA PMS will provide the tools to help you run your operation at a greater level of productivity, profitability, and reliability



- The application is configurable to the specific requirements.
- It is fast, accurate, up-to-the-minute information for your individual hotel or in a complexed hotel environment running multiple properties off of a single Oracle database.

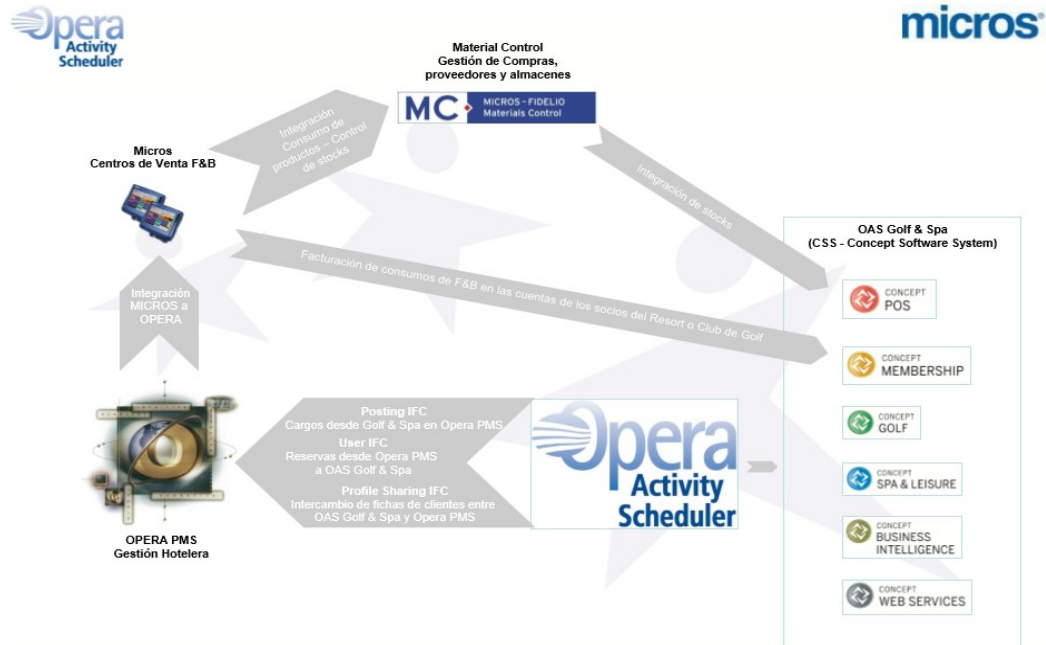


The Product

OPERA Enterprise Solution Sub-product OPERA Activity Scheduler



- Manage all facilities and activities at your hotel, health spa, golf courses & other leisure venues.
- Appointments can be booked quickly and efficiently as the system automatically finds available times and controls multiple services.
- As an integrated feature in OPERA, if a guests calls to cancel a reservation, all activities are cancelled as well.
- tracks all client information including service and retail history, staff notes and medical details, and enables a resort to provide every guest with an itinerary upon arrival.



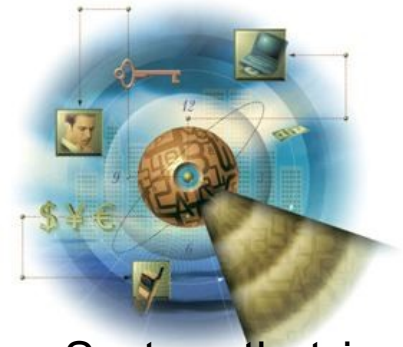


The Product

OPERA Enterprise Solution

Sub-product

OPERA Sales and Catering (S&C)



- OPERA Sales and Catering is a full featured Sales and Catering System that is integrated with OPERA PMS and ORS.

- With an integrated database, hotels will no longer have to make use of interfaces to share data between these systems. Instead, users will share the identical inventory, customer and account information, rate availability and controls throughout the enterprise.





The Product

OPERA Enterprise Solution Sub-product Web Self Service (WSS)



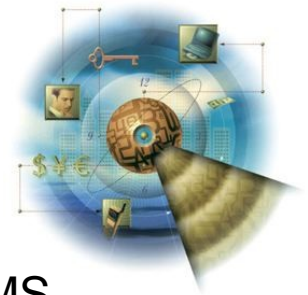
- Flexible web booking tools provide a protected consumer front end to the OPERA Reservation System or the OPERA PMS.
- This tool allows customers to book reservations via your web page and through other third party booking sources.
- WSS also provides guests with the ability to update their profiles and check their point membership status





The Product

OPERA Enterprise Solution Sub-product Revenue Management



- This revenue management tool is integrated with OPERA ORS and PMS.
- It provides both property based and centralized yield management.

- Functionality includes sophisticated group analysis, managing transients at the stay pattern level and "Hotel within a Hotel" revenue management.

micros OPERA revenue management system
OPERA RMS
world's first integrated revenue management system

World, December 12, 2011
32 and Imperial Administration

Hotel: Core Demo Hotel, Small Order Kurort Neue Salzhofe 11-12 Berlin DE 03079 Telefonnr 030-0 46 50-0 Wohnung 618

Übersichtliche Monatsübersicht

Legend:
- Umsatz (Sales)
- Umsatz (Revenue)

Rechtskategorie:
 Hotels Core Report and Core (as Vegas)
 Revenue (as Vegas)
 Variable Hotel and Core (as Vegas)

Rechnungskategorie (Themen):
 Events
 Core (as Vegas)

RF	MONAT	Umsatz	Umsatz	Umsatz	
RF	MONAT	07.08.2012	84	87	84
RF	MONAT	08.08.2012	254	270	250
RF	MONAT	09.08.2012	84	100	114
RF	MONAT	10.08.2012	84	87	84
RF	MONAT	11.08.2012	84	87	84
RF	MONAT	12.08.2012	84	87	84
RF	MONAT	13.08.2012	84	87	84
RF	MONAT	14.08.2012	84	87	84
RF	MONAT	15.08.2012	112	120	124
RF	MONAT	17.08.2012	84	87	84



The Product

OPERA Enterprise Solution

Sub-product

Quality Management System (QMS)



- QMS is a task management and communication system designed to provide hotels with an integrated tool to schedule and track tasks, and to track preventive maintenance projects.

- With OPERA Quality Management System, your hotel can manage tasks, on-going maintenance issues, guest complaints, as well as the quality of your hotel's appearance, easily and efficiently.



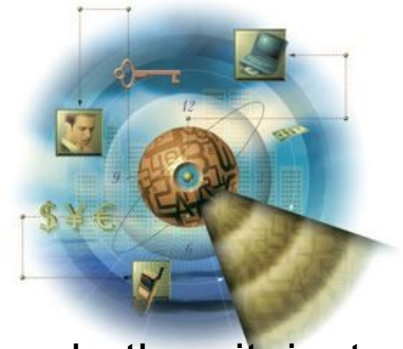


The Product

OPERA Enterprise Solution

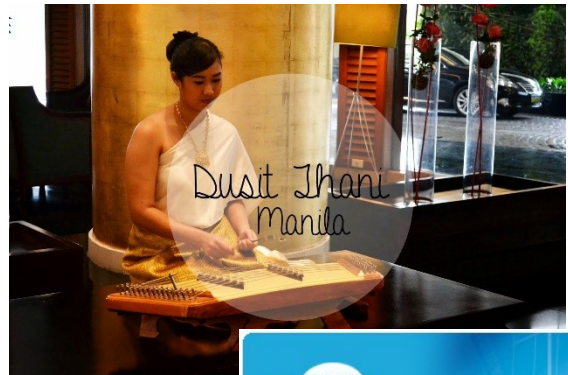
Sub-product

OPERA Multi-Property



- Opera Multi-Property's flexible implementation suits the needs whether it is to combine the data center or to perform activities across properties

- . Multiple properties are defined in one database to centralize hardware, manage maintenance and implementation but still maintain each property as an individual operation.



Multiple functions can be performed across different properties, and cross-booking opportunities like never before are finally available through the Multi-Property application.





The Product

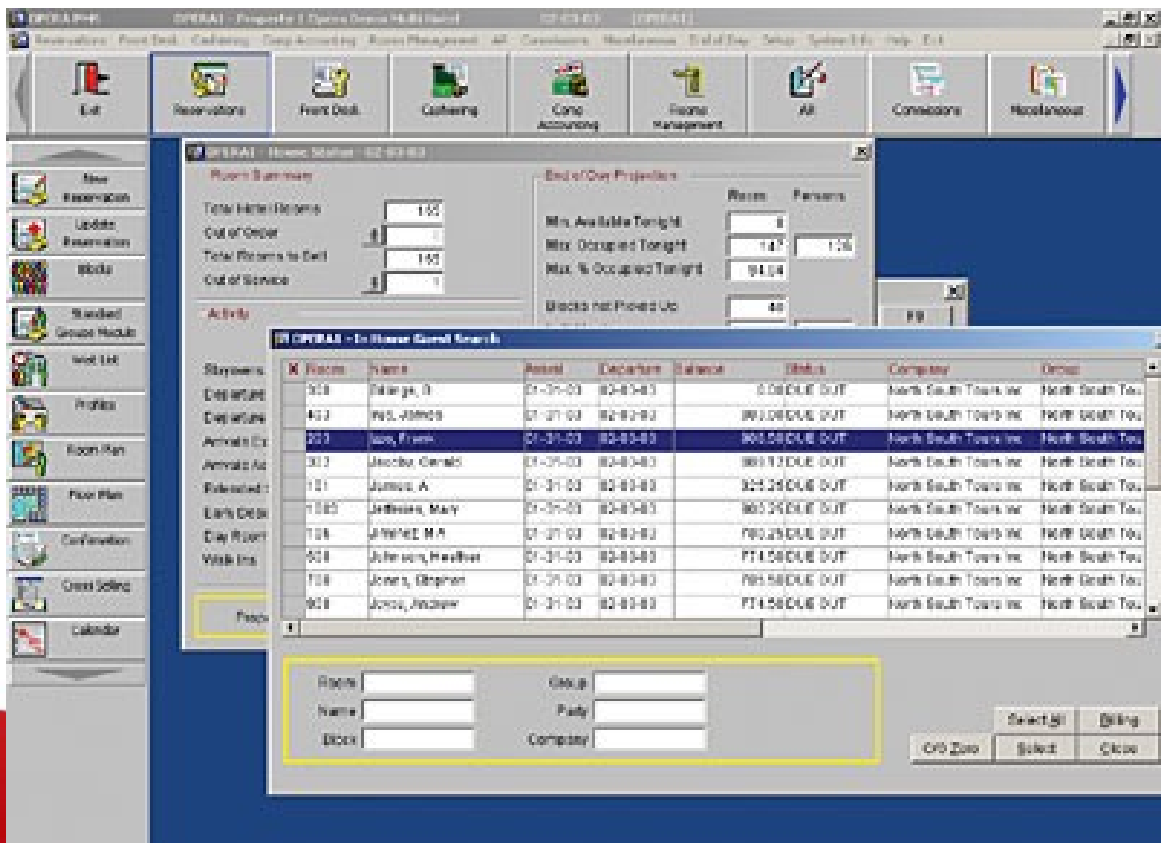
OPERA Enterprise Solution

Sub-product

OPERA Reservation System (ORS)



- The OPERA Reservation System (ORS) is the industry's first truly integrated, single image enterprise inventory system



- This user-friendly system can be configured to suit any size hotel or central reservation office (CRO) environment.
- The most used ORS features are instantly accessible from anywhere in the system using keyboard "hot keys."



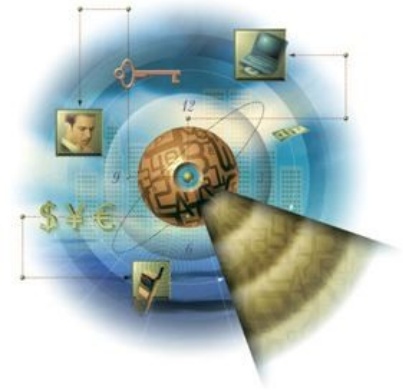
LPU Laguna

The Product

OPERA Enterprise Solution

Sub-product

Customer Information System (CIS)



- Integrated with the OPERA Reservation System, the Customer Information System collects and manages guest, travel agent, group, and company profile information for designated hotel properties in a centralized database.

OPERA Xpress

- OPERA Xpress is a slimmed-down version of the web-enabled OPERA Property Management System (PMS), Hotel Edition.
- It stands out because it allows you to design a property management solution suitable to your distinctive needs and budget.



The Product

OPERA Enterprise Solution Sub-product **OPERAPalm**



- OPERAPalm lets you take the powerful applications of the OPERA Enterprise Solution with you in a mobile, hand-held device with real-time database access.

OPERAPalm uses palm computers on a wireless network to seamlessly extend your OPERA solution thus giving your staff the freedom to address customers' needs without being tied to their desks for:

Remote Check-In and Check-Out (with PMS);

Task Management (with QMS);

Room Inspection (with QMS);

Contact Management (with S&C);

Daily Event Order (with S&C).





LPU Laguna

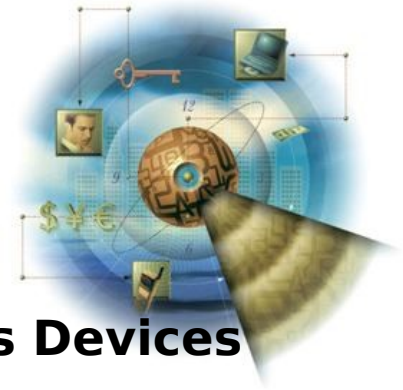
The Product

OPERA Enterprise Solution

Sub-product

Opera 9

Mobile for iOS Devices, Smartphones and wireless Devices



MICROS OPERA 9 leverages new technologies to smoothly transition MICROS's proven OPERA V5 to an intuitive, uncomplicated, and customizable web-like user interface, with application components that are reusable and flexible.





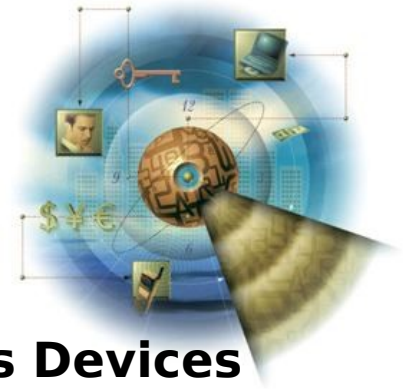
LPU Laguna

The Product

OPERA Enterprise Solution
Sub-product

Opera 9

Mobile for iOS Devices, Smartphones and wireless Devices



Designed around concepts such as workflows and roles provides focus on the needs of the particular tasks assigned, and is practical and natural for the user. MICROS OPERA 9 operates fluently across popular browsers, with extended support for iPad, Smartphones, and other wireless devices.



Bringing Service to the Guests... Unplugged!

Transforming Hotel Operations- extend front-desk, room management, and room maintenance functions.

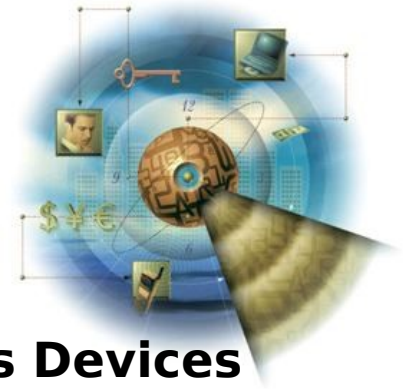


The Product

OPERA Enterprise Solution
Sub-product

Opera 9

Mobile for iOS Devices, Smartphones and wireless Devices



Key Benefits:

- 1. Less training required** because MICROS OPERA 9's intuitive web-like user interface is simplified and easy to use.
- 2. Information and Notifications are consistently displayed.** Through the use of familiar icons and consistent notification areas and toolbars, pertinent information is visible, recognizable, and at hand.
- 3. Utilize secure, supported profiles.** Securely stored individual, contact, group, company, travel agent, and source profiles increase reservation speed.
- 4. Simplify reservations.** Reservation data is categorized and displayed in panels within the screen, and can be resized, reorganized.
- 5. Easily manage room statuses and maintenance tasks.** Using color coding, check marks, and recognizable graphics make it easy to differentiate and update room statuses and maintenance tasks.



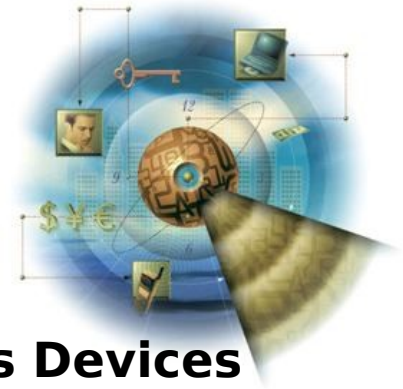
LPU Laguna

The Product

OPERA Enterprise Solution
Sub-product

Opera 9

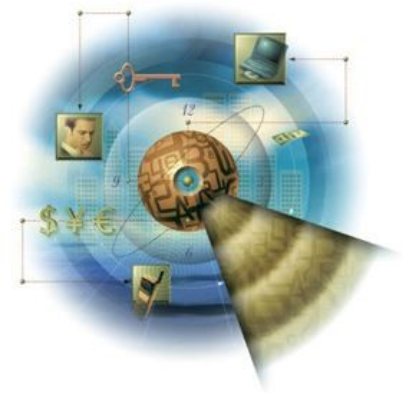
Mobile for iOS Devices, Smartphones and wireless Devices



- 6. Context-sensitive help.** If you need help wherever you're working in MICROS OPERA 9, just select the question mark icon to access information, short 'How To' videos, and FAQs.
- 7. An exceptional full-service mobile experience.** MICROS OPERA 9 extends key front desk and housekeeping functionality to wireless devices like the iPad, Smartphone, and other touch devices as the OPERA Mobile product.
- 8. Enhanced Security and Control.** Uses an LDAP <Lightweight Directory Access Protocol> Active Directory for authentication and user and roles management.



Must Remember OPERA V5



Use only  Internet Explorer 

To access Opera on a PC use IE the type in the Address Bar this URL: 192.168.51.1

Have only 3 times to enter your password, otherwise you'll be blocked

Opera can be access without internet connection but it must have Intranet or LAN connection.

Use your own flash drive or smartphone connector (iOS devices can't be used) to access your jpeg, png, .doc, .docx, .ppt, .pptx or other data/ documents saved on Lab PC because it is on a deep freeze mode.