

# 9700 HMS

## Point-of-Service

Hotels, Resorts, Casinos, Cruises, and Restaurants

The MICROS 9700 Hospitality Management System (HMS) offers you the ultimate point-of-sale (POS) solution for your hotels, resorts, casinos, cruises, and restaurants. Combining innovation, advanced technologies, reliable hardware, and robust reporting features, 9700 HMS will make even your most complex operations run smoothly. This single system linking POS transactions, back office functions, and guest management capabilities will enable you to manage your operation better, increase the productivity of your employees and improve guest service. This flexible, easy-to-use solution was built on years of industry experience to provide your business with a reliable, secure, POS system that delivers the business intelligence to help you make critical operational decisions.



Back Office, Business Intelligence,  
Customer Relationship Management,  
Enterprise Support Solutions, Hardware,  
Point-of-Service, Restaurant Operations,  
Service Solutions

# 9700 HMS

## HIGH VOLUME OPERATIONS DEMAND POWERFUL TECHNOLOGY

### Highlights

- Flexible, easy to use, innovative
- One of the most widely used point-of-sale solutions in the leisure and entertainment market
- Built on years of industry experience
- Feature set to meet the demands of high volume operations from resorts and casinos to specialty dining restaurants, and extensive retail operations
- Delivers the business intelligence needed to make timely, well-informed business decisions through a collection of mature, easy-to-use tools
- Installations ranging from small, specialized operations to large enterprise configurations, spanning multiple properties in large geographic areas
- Built on the Microsoft .NET framework, an extensible platform that provides superior scalability and integration capabilities
- Provides operational resiliency regardless of the condition of the technical environment

### Advanced Security

Security is one of the most frequently discussed topics in the industry today. MICRO'S position as the industry leader and our position on the PCI-Security Standards Council allows us to not only stay at the forefront of secure implementations, it allows us to participate in the development of industry standards.

### Highlights

- Unsurpassed access control, with operational, configuration and reporting privileges associated with user credentials
- Seamless integration with directory services and extends to the point-of-sales client with features designed to provide complete security, auditing, and analysis of all workstation-based activities
- Capture all keystrokes performed at workstations by specific employees
- Easy-to-use tools to sift through auditing data, providing quick analysis and the capabilities to spot trends
- Video surveillance capabilities provide playback of digital video from within the auditing tools
- Complete employee auditing, options to disallow certain activities, and digital video surveillance

### 9700 KDS

9700 HMS Kitchen Display System (KDS) takes the guesswork and uncertainty out of food service management. KDS improves communication between kitchen, management and wait staff, enabling kitchen efficiency, and improving operations through a paperless kitchen environment.

### Highlights

- Graphical order displays organize and send orders to all prep or expo stations
- Provides a consolidated view with current status, allowing monitoring of preparation time and providing constant feedback to the kitchen staff and managers
- Speed of Service provides real-time view of the operation with color status, timers and drill down capabilities to check detail for each table
- Performance data is captured for reporting and analysis to identify production problem areas

### 9700 Kiosk

9700 HMS Self-Service Kiosk integration is designed to streamline POS transactions, providing faster service to your guests and increased revenue to your business. Self-service transactions can reduce service times by allowing guests the freedom and flexibility to place their own orders, freeing your employees to focus on production and service.

### Highlights

- Solid integration with proven 3rd party partners
- Accommodating, intuitive user interface makes ordering quick and easy
- Provides up-selling as well as marketing opportunities through interactive guest prompting and messaging
- Flexible, open design that allows you to choose the right hardware platform for your specific environment

### 9700 Transaction Services

Transaction Services provide a web service XML gateway into 9700 HMS capable of processing transactions from many different types of customer-facing applications, such as web, kiosk, vending, and in-room ordering systems. Transaction Services allow your guests to place orders and make reservations from anywhere, anytime.



## 9700 RFID Payment

9700 HMS RFID Payment solution accepts RFID-enabled Wristbands, Gift, Loyalty and Credit, and Room Charge Cards, allowing guests the flexibility of using the payment of their choice.

### Highlights

- Easy-to-use and offers fast, efficient payment processing with optional signature capture capabilities
- Works with value on the band or centralized stored value systems
- Provides PMS, Casino System, and Credit Card payment options
- MICROS iCare extends the RFID Payment, helping drive repeat business by leveraging the rich guest marketing database for marketing and promotional programs

## Signature Capture

Signature Capture is useful in any environment where guests regularly sign paper documents to finalize charges such as room or credit card charges.

### Highlights

- Capture, store, and retrieve a copy of the guest's signature along with associated check details
- Dramatically reduce the cost of storage and retrieval of paper copies, and manage disputes

## Advanced Reporting

9700 HMS offers a complete set of web-based reporting, auditing, and analysis tools designed to deliver the information you need to run your business. When it comes to reporting and analysis, only 9700 HMS offers the complete package that is easy to use and inclusive, making it the right solution for your reporting and auditing needs.

### Highlights

- Intuitive, web-based reporting solution can retrieve financial data by revenue center, date, range of dates, and regions
- Look at the Sales Mix or Sales by Employee for any date and any location
- Quickly find the sales totals for a period of time within a single business day or for the entire week
- Reports can be viewed within the browser, or exported to Microsoft Excel or pdf format
- Auditing and analysis tools provide the supporting data needed to make informed business decisions



Signature Capture reduces the cost of storing and retrieving paper copies



Streamline POS transaction with Motorola MC70 handheld to provide faster service

## Powerful and Innovative Integration

9700 HMS offers a full suite of system integration options, providing you with the tools needed to enhance your system and easily share data throughout the enterprise. Easily offer guests the ability to order room service from their in-room television, or place an order at a kiosk anywhere on property, and feed the CRM or data warehouse with timely point-of-sale information. Industry leading interface functionality, flexibility, and open standards make 9700 HMS the best solution for your environment.

### Highlights

- The most flexible, feature rich interfaces in the industry Interface with any gift card program through a standard, published API
- Data movement is achieved using open industry standards such as SQL, web services, or standard integration tools
- Point-of-sale transactions are imported using 9700 Transaction Services, a published API, allowing orders originating at third-party systems to be treated as a native 9700 HMS transaction

## Guest Profile Management

MICROS Guest Connection, which can be easily added to MICROS 9700 HMS, is designed to seamlessly capture complete guest information and details that can be shared with the staff efficiently and discreetly at every guest service point. A guest profile is created with the guest's initial reservation and reused with each subsequent visit. Each guest profile is enhanced over the course of time, reflecting guest preferences, special events, and detailed information about each visit.

### Highlights

- Multiple table layouts to manage reservations for each meal period
- All reservations are displayed on a single screen, allowing managers an inclusive view of the day's business
- Easily seat a guest at an open table by touch or mouse click
- Automatically assign the guest profile to a table and open a check for the waiter, sending important guest information right to the guest check
- Once service is completed, the guest's profile is updated with the menu item and tender details
- Provides an easy to use guest management application that allows you to see all the guest profile and history details quickly





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