



# HRS

HOSPITALITY & RETAIL SYSTEMS

ORACLE

Partner

## HRS Food & Beverage Systems

*Restaurants & Chains*

HRS is a leading IT company  
serving the hospitality  
industry for over **30 years.**

Oracle  
MICROS POS  
experts

The world's  
largest Oracle  
Hospitality  
Partner

Providing  
innovative  
solutions relating  
to food & beverage  
establishments,  
hotels, and retail

Delivering the  
highest levels  
of service and  
support

### SERVICES:

#### *Implementation of Oracle Hospitality Solutions*

Oracle MICROS/Symphony POS, new installations, updates, upgrades, configuration changes, interfaces and new modules implementation, and more.

#### *TNG Implementation & Support*

Our own guest activities, membership/loyalty, and cashless payment system fully integrated with Oracle Hospitality solutions.

#### *Value-Added Support*

Local, onsite support from certified technicians and 24-hour, 365-day responsive help desk.

#### *Custom Development*

Fiscal interfaces, payment gateways, data exports & reports, integrations, etc.

#### *Complementary Solutions*

Such as kitchen intelligence, reporting & analytics, inventory management, labor management, online ordering, table management system, etc.

## When you choose HRS, you choose to engage with a reliable and proven partner who cares deeply about you and your business.

Founded in 1990 by British entrepreneur Joanne Vaughan, HRS set out on a path that has transformed the world of information technology in the hospitality and retail market.

Today, HRS is an international company and an IT solutions leader with a team of over 650 talented professionals. No matter where you are located in the world, our team is dedicated to establishing each customer relationship with two common goals in mind -long-term success and steady growth of business.

## HRS is the best choice for integrated, end-to-end solutions.

We speak the same language as our customers. We understand their requirements and expectations. We make our customers stronger and more efficient; enabling them to focus on what matters most - building a successful and profitable business.



### Oracle MICROS Symphony POS

- Streamline food and beverage operations, Labor management, and inventory management Kitchen intelligence
- Real-time reporting and analytics
- Mobility



### TNG: A fully-integrated guest activities and customer loyalty solution.

- Increase revenue and reduce uncertainty
- Reward and retail loyal guests
- Control bookings and resources with one tool
- Keep your inventory, costs, and profit analysis up to date.

Unrivalled  
customer  
service

Industry-  
leading  
technology  
& services

Localized  
service &  
support

Single source  
solution

## Exceptional Service & Support

*Global expertise. Local knowledge.*

Our industry-leading customer service team is available round-the-clock to rapidly diagnose and resolve technical problems. They also proactively plan for future support with the goal of reducing your long-term maintenance cost.

- ✓ Global presence, local service
- ✓ Local, onsite support from certified technicians
- ✓ 24-hour, 365-day responsive help desk
- ✓ Technical account managers
- ✓ Project management team
- ✓ Preventative maintenance & disaster recovery
- ✓ System configuration & customizations, installation, upgrades, user training, and personalized documentation