

# Oracle Hospitality Symphony First Edition



Oracle Hospitality Symphony First Edition is an enterprise hospitality management platform that provides point-of-sale (POS) and back-office functionality on fixed and mobile devices to support stadiums, arenas, and other food and beverage (F&B) operations. Available as a cloud service (Oracle Hospitality Symphony First Edition Cloud Service) or as an on-premises solution (Oracle Hospitality Symphony First Edition Foundation), it enables operational efficiency with centralized management, providing standardized reporting and advanced management controls. Oracle Hospitality Symphony First Edition is highly scalable; it can support thousands of workstations or single property operations.

## COMPREHENSIVE POINT-OF-SALE FUNCTIONALITY

### KEY FEATURES

- Oracle Hospitality Symphony First Edition Cloud Service available in the cloud to provide agility while reducing IT costs
- Oracle Hospitality Symphony First Edition Foundation available on premises, making it ideal for every environment
- Ability to continue trade if internet connection is lost
- Mobile enabled with multiple hardware options for flexibility
- Centralized management of menus, pricing, and promotions
- Flexible order management controls to suit all environments
- Powerful reporting for comprehensive real-time data accessible by mobile device
- Kitchen management functionality for consistency and efficiency
- Optional services for loyalty and gift cards, inventory, and loss prevention
- Integration to online ordering and payment applications
- Multilanguage and currency support

## Modern and Mobile

Elevate the guest experience anywhere with mobile devices for Oracle Hospitality Symphony First Edition. Provide your customers with the freedom of ordering from the comfort of their seats, and stand out from your competition by offering mobile payments that increase customer engagement.

## Centralize the Enterprise

Oracle Hospitality Symphony First Edition provides F&B operators with a centralized solution for simplified, agile management and control. Every POS terminal within the enterprise can be updated from a central location—giving you complete control over menus, pricing, and promotions. This enables a consistent guest and brand experience, while removing your dependency on a property expert at every location who understands how to make changes. Centralization also enables changes to be planned and tested weeks and months in advance so that rollouts are smooth and on time.

## Streamlining Food and Beverage Operations

Oracle Hospitality Symphony First Edition was designed to serve and enhance the F&B industry. It features a multitude of functions created specifically for hospitality, including tools to ensure timely guest seating, food delivery, and loyalty tracking:

- **Ensure your future orders will always be on time.** Oracle Hospitality Symphony First Edition automatically sends online and call-ahead orders to the kitchen based on when they are needed.
- **Ensure accurate food delivery with the seat management feature.** With this functionality, any staff member is able to deliver food to a specific seat, and each guest can receive a separate check.

#### KEY BENEFITS

- Choose cloud or on premises to suit your enterprise
- Take guest engagement to a new level with POS that extends to mobile
- Maximize consistency through centralized management, increasing efficiency and customer satisfaction
- Bring ideas and innovations to market faster with increased speed and agility
- Manage multiple operation styles within one enterprise
- Maximize ROI with additional modules for loss prevention, loyalty, and inventory
- Exceptional integration functionality—leverage APIs for mobile payments, online ordering, and more

- **Easily manage multiple courses.** Oracle Hospitality Symphony First Edition can automatically trigger a fixed-price menu based on the seat and items ordered, eliminating the need for multiple menu creation.
- **Maximize efficiency and quality with kitchen management functionality.**

### Enterprisewide Real-Time Reporting and Analytics

Oracle Hospitality Reporting and Analytics Advanced Cloud Service is an integrated component of Oracle Hospitality Symphony First Edition. It organizes and consolidates business-critical data into easy-to-view reports and dashboards. As a cloud reporting solution, it gives you access to real-time performance data from across your entire enterprise, helping you to make informed business decisions. This data is also made available through inMotion—a mobile app that is a downloadable companion tool to Oracle Hospitality Reporting and Analytics Cloud Service that enables you to see sales, guest numbers, covers, or other key metrics anytime, anywhere.

### Increase Control with Forecasting

Oracle Hospitality Symphony First Edition gives you increased control of your business through the forecasting module within Oracle Hospitality Reporting and Analytics Advanced Cloud Service. The forecasting module enables you to track sales and other performance metrics against your expected results, so you can clearly and quickly see where adjustments must be made.

### Improve Customer Engagement with Gift and Loyalty

Oracle Hospitality Gift and Loyalty Advanced Cloud Service is an add-on product that integrates with Oracle Hospitality Symphony First Edition. It enables F&B operators to improve engagement with their guests and encourage customer loyalty. With the gift and loyalty functionality, innovative programs can be easily created and efficiently managed to reward the right customers at the right time.

### Oversee Inventory for Maximum Profitability

Inventory is another major cost for any F&B operator, and waste or theft can have a considerable impact on profitability. At the same time, guest satisfaction relies on having sufficient stock to never disappoint a customer. Oracle Hospitality Inventory Management Cloud Service—an add-on module to Oracle Hospitality Symphony First Edition—gives you control of your stock, enabling you to monitor availability and usage without needing to physically check your stores.

### Monitor Your Business with Loss Prevention

Implementing Oracle Hospitality XBRi Loss Prevention Cloud Service with Oracle Hospitality Symphony First Edition enables F&B managers to centrally monitor activity on every POS terminal throughout an entire enterprise. Sophisticated techniques enable unexpected transactions or behavior to be identified and flagged for investigation.

### Introduce Exceptional Venue Management

For stadiums and arenas in North America, Oracle Hospitality Symphony First Edition Venue Management Foundation manages perpetual inventory, goods-out-of-stock

## RELATED PRODUCTS

The Oracle Hospitality suite includes the following:

- Oracle Hospitality Reporting and Analytics Advanced Cloud Service
- Oracle Hospitality Gift and Loyalty Advanced Cloud Service
- Oracle Hospitality Inventory Management Cloud Service
- Oracle Hospitality XBRi Loss Prevention Cloud Service
- Oracle Hospitality Forecasting and Budget Cloud Service
- Oracle Hospitality Market Segmentation Cloud Service

accounting, ordering, receiving, cash pickups, and deposits for events. By tracking inventory before, during, and after each event and comparing it with product movement data from Oracle Hospitality Symphony First Edition, revenue can be accurately tracked with minimal manual effort, while also helping with restocking and shrinkage control.

## Optimize the Guest Experience in Stadium Suites

Oracle Hospitality Suites Management is designed for stadiums and arenas that offer luxury suites to guests. Using this add-on module with Oracle Hospitality Symphony First Edition, guests can preorder F&B packages for delivery to their luxury suites at designated times. Guests can add to their preorders throughout the event and receive a single invoice, ensuring a first-class experience.

## Grow Your Enterprise Through Innovation

Oracle Hospitality Symphony First Edition gives F&B operators the ability to remain at the forefront of innovation. The cloud enables new features and functionality to be speedily introduced across the entire enterprise—no lengthy rollout programs. Through partnerships with third-party solutions, such as mobile payments and online ordering, the latest innovations can be introduced, quickly bringing ideas to market.

## Servicing a Wide Range of Food and Beverage Operations

Oracle Hospitality Symphony First Edition is a proven solution for a wide range of F&B operations, including stadiums and arenas, table service and quick service restaurants, coffee shops, hotels, casinos, travel hubs, and theme parks. In each case, Oracle Hospitality Symphony First Edition scales from running thousands of POS terminals across a large enterprise to operations with a single location.

## A Complete Solution for Your Enterprise





Oracle Hospitality Symphony First Edition is the ideal solution for any enterprise that wants to offer numerous concepts—for example, combining fine dining with concessions. This, combined with the solution's functionality for POS, loyalty, inventory, loss prevention, labor, and reporting, makes Oracle Hospitality Symphony First Edition an extremely powerful yet flexible solution for your business.

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## Hardware and Software, Engineered to Work Together

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