

## Hilton Upgrades to PCI Certified MICROS 9700 Hospitality Management Solution

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MICROS-Fidelio UK Ltd, a wholly-owned subsidiary of MICROS Systems, Inc. (NASDAQ:MCRS), a leading provider of information technology solutions for the hospitality and retail industries, has partnered with Hilton Hotels Corporation to upgrade from its current MICROS EPOS solutions to the PCI certified MICROS 9700 Hospitality Management Solution (HMS), across 75 locations in the UK and Ireland.

The MICROS 9700 HMS solution will increase the speed-of-service in Hilton's food and beverage operations and elevate customer satisfaction. The MICROS 9700 HMS is an EPOS system designed specifically for the large enterprise and integrates all functions of both the front-end and back-office food and beverage operations.

MICROS 9700 HMS utilizes the industry's most advanced EPOS technology to deliver maximum flexibility and scalability, and produce up-to-the-minute customized reports in real-time. The solution also allows multiple users to simultaneously operate third-party software programs. These features will allow Hilton's food and beverage management personnel to be much more efficient.

In four cases, Hilton has clustered the MICROS 9700 HMS solution to allow one hotel to run the operations of several remote Workstation 4LX's, resulting in huge labor cost savings. Built on the robust Microsoft(R) Windows(R) CE .NET platform, the MICROS Workstation 4LX is capable of stand-alone operations and the open system design allows inter-operability with Windows(R) compatible applications and EPOS peripherals.

"Given the diversity of our hotels and operations, we required a hospitality management solution that is proven within the hotel chain marketplace, and MICROS's recent implementations globally gave us great confidence," stated Karl North, Senior Director IT for Hilton in the UK and Ireland. "It was also imperative to us that IT is seen as adding value and not cost to our business."

The MICROS 9700 HMS also interfaces into Hilton's credit authorization and back-office software. The system employs Structured Query Language (SQL), an industry-standard method for accessing database information, allowing data to be stored with most software packages.

Hilton's specific requirement for real-time, web-based reporting, which allows the hotel chain to make critical business decisions quickly, is being made possible by the implementation of MICROS's mymicros.net business intelligence portal. By standardizing Hilton's food and beverage databases across all sites, Hilton's senior management will be able to report on menu items on a group wide basis using this technology. Accessed via a web browser, the mymicros.net content-rich Internet portal includes access to hosted applications for point-of-sale, back-office, data warehousing, business intelligence, and other business applications and content, creating the next-generation model of enterprise systems.

"We are delighted to be selected by Hilton for its next generation EPOS solution," stated Managing Director of MICROS-Fidelio UK Ltd, Peter Edwards. "By implementing a totally integrated enterprise solution at these world class hotels, MICROS will allow Hilton to improve its levels of customer service and aid it in maximizing the efficiency of its restaurant operations."

### **About Hilton Hotels Corporation**

Hilton Hotels Corporation is the leading global hospitality company, with more than 2,800 hotels and 480,000 rooms in 76 countries and territories, including 100,000 team members worldwide.

The company owns, manages or franchises a hotel portfolio of some of the best known and highly regarded brands, including Hilton(R), Conrad(R), Doubletree(R), Embassy Suites Hotels(R), Hampton Inn(R), Hampton Inn & Suites(R), Hilton Garden Inn(R), Hilton Grand Vacations(TM), Homewood Suites by Hilton(R) and The Waldorf=Astoria Collection(R).

The Hilton Family of Hotels adheres to founder Conrad Hilton's philosophy that, "It has been, and continues to be, our responsibility to fill the earth with the light and warmth of hospitality." The company put a name to its unique brand of service that has made it the best known and most highly regarded hotel company: be hospitable(R). The philosophy is shared by all brands in the Hilton Family of Hotels, and is the inspiration for its overarching message of kindness and generosity.

### **About MICROS-Fidelio UK Ltd**

MICROS-Fidelio UK Ltd, is a wholly-owned subsidiary of MICROS Systems, Inc., which provides enterprise applications for the hospitality and retail industries worldwide. Over 220,000 MICROS systems are currently installed in table and quick service restaurants, hotels, stadiums, casinos, leisure and entertainment, and retail operations in more than 130 countries, and on all seven continents. In addition, MICROS provides property management systems, central reservation and customer information solutions under the brand MICROS- Fidelio for more than 20,000 hotels worldwide, as well as point-of-sale and loss prevention products through its subsidiary Datavantage for more than 50,000 specialty retail stores worldwide. MICROS stock is traded through NASDAQ under the symbol MCRS.

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