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MICROS-Fidelio Data Centre

Increased productivity and reduced costs with hosted solutions and expert support

As a leading provider of hosted solutions for the hospitality and retail industries, MICROS-Fidelio has built one of the largest and most innovative data centre networks in Frankfurt, Germany. The data centre is a joint technology venture between MICROS-Fidelio and the hardware vendor HP – both recognised, leading players in their industries. Today we host over 58 customers, 45 hotel chains, 2,100 property management systems, 2,500 central reservation systems and over 2,500 restaurants.

MICROS-Fidelio data centre, Frankfurt, Germany

Cost-effective hosting solutions – MICROS-Fidelio data services can help you to significantly reduce your information technology costs by hosting your business-critical applications. Small, medium or large chains can reduce IT and distribution costs by moving to our Enterprise Multi-Property Systems. Hosting services include all hardware, software, storage hardware, network hardware and communications needed to operate your applications.

Mission-critical business services can now be managed by our qualified and experienced data centre team, all backed up by comprehensive 24/7/365 support and monitoring by the dedicated MICROS-Fidelio business technology services hosting team. MICROS-Fidelio data and hosting services not only manage PMS, S&C and Central Systems, but also provide a full range of hosting, distribution and communications solutions for your MIS needs. A single point of contact and a single contract ensure that your business runs efficiently, cost-effectively and smoothly.

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Expert technical services – Take advantage of our expert application support from the business technology services team, the Oracle® operating system, networking and OPERA applications. Technical experts monitor and maintain your server, storage and backup hardware.

- Oracle-certified professional support (OCP staff)
- Microsoft®-certified information technology professional (MCITP staff)
- Cisco-certified network professional (CCNP staff)
- HP-backed hardware support (HP-certified staff) and proactive monitoring for hardware pre-failure detection and correction
- Experienced, certified hotel application specialist from the EAME service hub
- Expert communications design and data centre, on-site 24/7

Our data centres meet the Uptime Institute's standard for Tier 3 data centres. Tier 3 certification ensures the highest levels of:

- Power redundancy
- Cooling
- High-speed, redundant network connectivity
- Hardware and application management
- Security
- Monitoring

Advanced technical design – Our intelligent data centre design has been optimised for maximum automation, to ensure fast, safe and cost-effective use. The shared infrastructure model provides cost-effective and state-of-the-art technology in:

- Wide area network redundancy
- Local area network switching
- Load balancing
- Secure firewall
- SAN feature technology
- High-speed backup
- Application monitoring

Real savings for your business – Data centre costs are minimised by low hardware costs, low installation costs, low data centre costs and shared infrastructure, as well as by detailed automation of data centre installation, management and monitoring.

Hosting fees include:

- Data centre communications costs
- Upgrade costs* (usually there are at least two per year)
- Advanced monitoring of hardware and application key performance indicators (KPIs)
- Hardware*, operating system, Oracle and basic OPERA installation
- 24/7/365 support – one number for all escalation issues
- 24/7/365 monitoring – hardware pre-failure warranty
- 24/7/365 operating system, Oracle and OPERA applications

*Does not include customisation and training

Find out more about what MICROS-Fidelio can do for you

For more information about our data centre please contact us at:
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