



July 30th 2025

ORACLE MICROS SIMPHONY – RACKAMS RESTAURANT & BAR

Rackams Restaurant & Bar – Success Story

Customer Name: Rackams Restaurant & Bar

Site Challenge / Issue:

Rackams Bar & Restaurant recently upgraded from **Oracle Micros RES 3700 (version MR 5.5)** to the **Simphony Cloud POS** to modernize operations and better support a growing customer base. The shift from an on-premises BOH server to a fully cloud-managed system came with key challenges, including:

- **Menu Configuration:** Rebuilding menu items in the Simphony **Enterprise Management Console (EMC)**, which differs significantly from the legacy RES 3700 setup.
- **Reporting Access:** Leveraging Simphony's integrated analytics and the **Micros InMotion App** for real-time, remote access—eliminating reliance on limited RES tools and third-party solutions like TeamViewer.
- **How Partner Resolved It**

The **BES team** delivered exceptional support through comprehensive on-site training for both **Front-of-House (FOH)** and **Back-of-House (BOH)** staff. Their hands-on approach ensured that team members felt confident and well-equipped to utilize the system efficiently unlocking its full potential in day-to-day operations.

- **How satisfied are you with the implementation of Simphony.**

Despite the initial learning curve, the upgrade has empowered Rackams with a more flexible, scalable, and accessible point-of-sale solution—aligned with the demands of modern hospitality operations. The new system also enables us to offer our customers enhanced services such as **loyalty programs** and **online ordering**, creating a more seamless and engaging guest experience.

Highly recommend the BES team and Simphony POS to other restaurants.

Tim Langfitt
Tim Langfitt

Rackams Restaurant & Bar