SOA Enabling Software Products at Micros Systems

Boro Petrovic, CTO

micros

micros

micros

About Micros...

144 countries & territories

4,000+ employees

Software Products Used by:

>200,000 restaurants

>15,000 hotels

micros

What Do We Do?

- Retail
- Restaurant
  - Table Services
  - Quick Services
- Hotels
- Casinos
- Theme Parks
- Stadiums
- Hardware
- Government
- Medical

micros®
micros·FIDELIO
We're powering the hospitality industry.

micros®

Some of our customers...

An example of a Large Enterprise IT Infrastructure

Hotel Room Inventory Accessed Via Multiple Channels

Hotel

GTM TRAVEL GROUP
HOTELZON
WWW.HOTELZON.COM
Expedia™
Holiday ■*Club* *HVO*
W RLDRES.com™
Booking US
NRC BOKAhotel.de®
einfach günstiger buchen
Tablet hotels
FLAIRVIEW TRAVEL
Svergigasan
Flygtorget ØRBITZ
AOSHotelnet HOTEL RESERVATION SERVICE
Finland SUOMI oboqo
FlyNordic World of TUI
FLAIRVIEW TRAVEL Pegasus SOLUTIONS™

Web

Phone

Face to Face

micros®

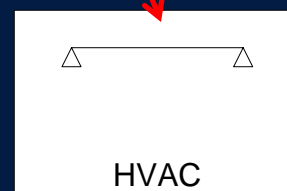# EXAMPLE: Simple Guest Check In Process needs to interoperate with many different systems

HVAC

Increased
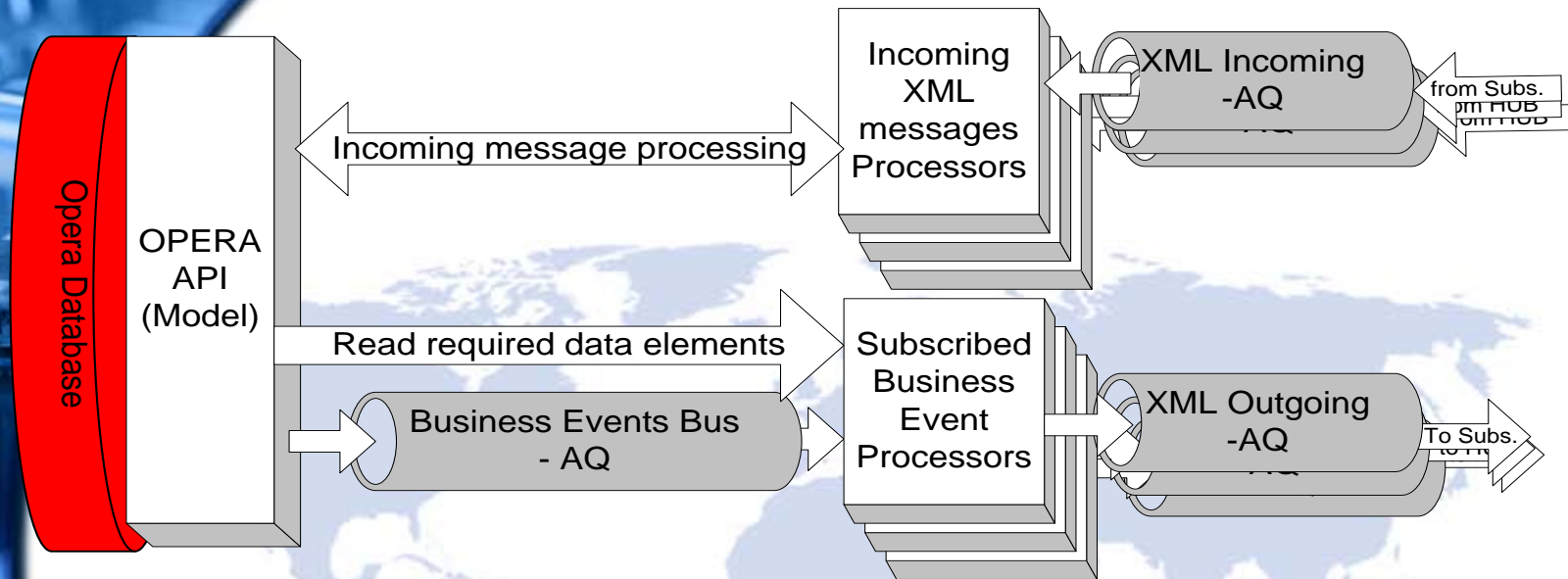Asset Reuse

ROI

Increased
Business
Agility

Reduced
Cost Of
Integration

micros®

Opera - Supported Integration Types with SOA Environments

1. **OXI (Opera eXchange Interface) services for integration via Asynchronous exchange of messages from Business Event Bus**

2. **OWS (Opera Web Services) for   synchronous (conversational) integration**

3. **Portal Integration – Launching Opera UI via URL query line.**

micros®

SOA - Integration with OXI Services

Opera Database

OPERA API (Model)

Incoming message processing

Incoming XML messages Processors

XML Incoming -AQ

from Subs.
om HUB

Read required data elements

Business Events Bus - AQ

Subscribed Business Event Processors

XML Outgoing -AQ

To Subs.
to H

1. **Built in Business Event Bus. Fully configurable via Application UI.**

2. **Provided Software Development Kit with examples for using the OXI infrastructure**

3. **Support infrastructure in place to provide support and certification for integration projects**

micros®

SOA - Integration with OWS (Opera Web Services)

VIEW	CONTROLLER	Web Services Gateway

MODEL

1. **Software Development Kit with examples for using the Opera Web Services.**

2. **Support infrastructure in place to provide support and certification for integration projects**

SOA - Integration – Example of OWS utilization

micros

Micros OPERA – Example of Integration Into An Enterprise Portal with SSO

Attributes of the COTS Software Products

1. **There Must Be a Market for It (Somebody Is Willing to Pay for It)**

2. **It Has to Work**

3. **It Needs to be Distributable (Sell and Deliver)**

4. **It Needs to be Supportable**

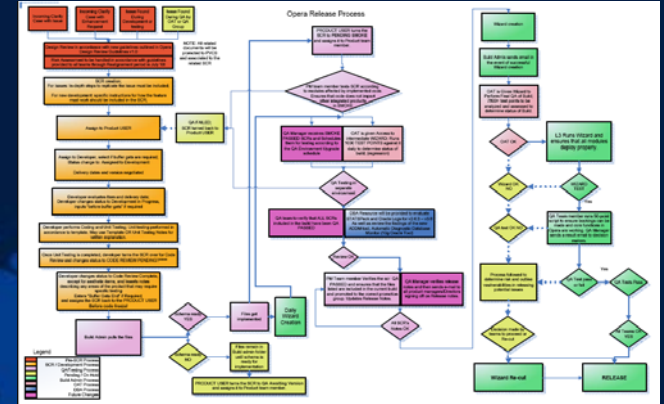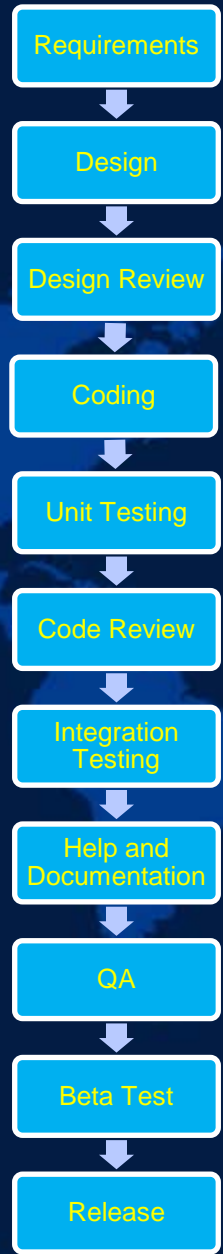5. **Making 2,3 and 4 Needs to be Profitable Business**

✓ **SOA Support In COTS Must Have All Attributes Above**

micros®

Addressing the SOA aspect within the SDLC at Micros

Addressing the SOA aspect within the SDLC at Micros

- Requirements
- Design
- Design Review
- Coding
- Unit Testing
- Code Review
- Integration Testing
- Help and Documentation
- QA
- Beta Test
- Release
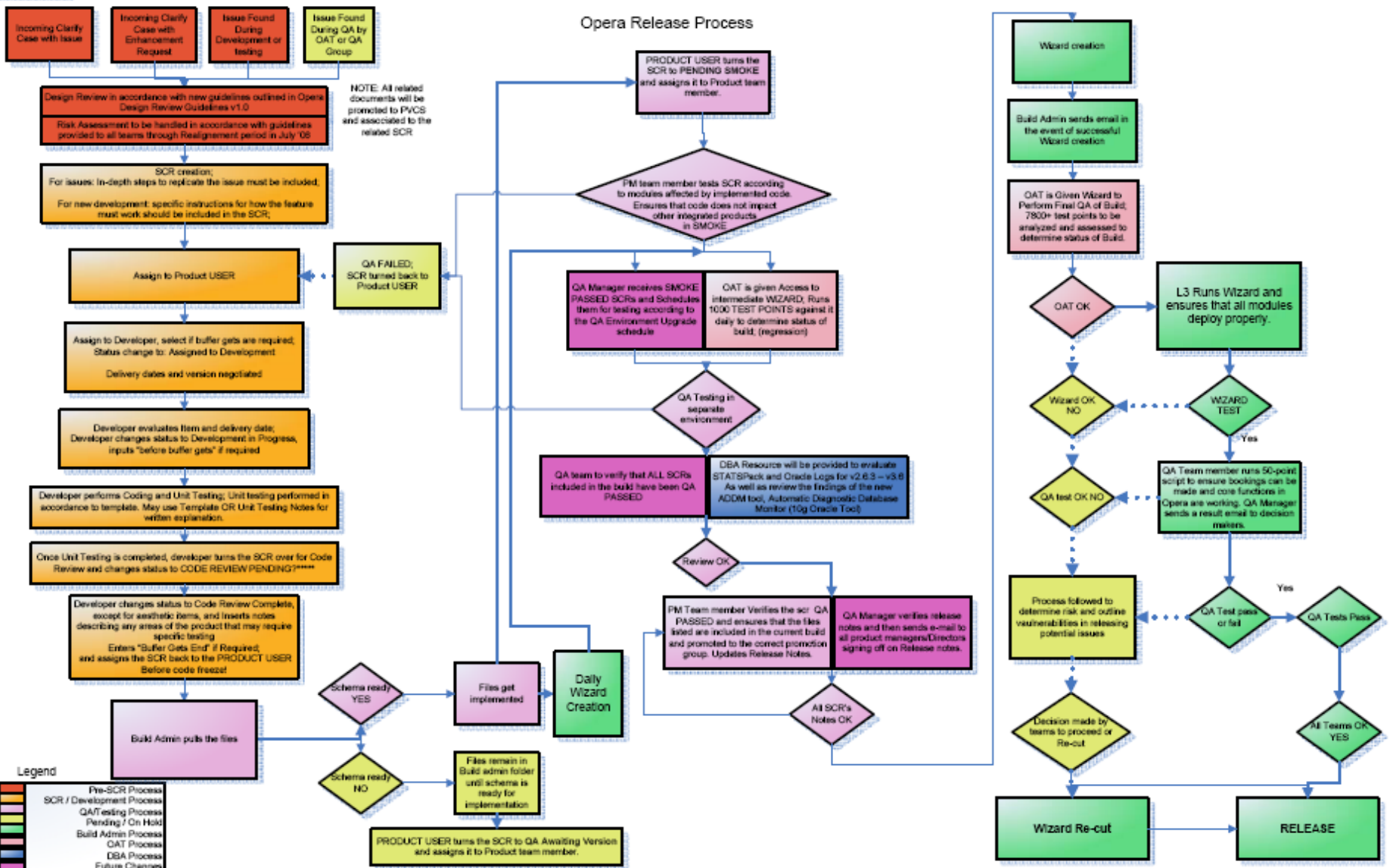
micros®

Questions & Answers

micros