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## **West Inn & Suites Selects OPERA Xpress and OPERA Business Intelligence Suite**

**Columbia, MD**—June 24, 2009—MICROS Systems, Inc. (NASDAQ:MCRS), a leading provider of information technology solutions for the hospitality industry, is pleased to announce that the 86-room West Inn & Suites has selected the MICROS OPERA Xpress Property Management System (PMS) and the new OPERA Business Intelligence (BI) as its next generation technology solution. West Inn & Suites has successfully implemented MICROS OPERA Xpress, and will implement OPERA Business Intelligence in August 2009.

The West Inn & Suites, winner of the American Hotel & Lodging Association 2009 Star of the Industry award for Best Guest Service for a small property under 100 rooms, required a system to support its tradition of superior guest service and provide reporting customized to its business. MICROS's OPERA Xpress, a derivative of the proven MICROS OPERA PMS, allows the West Inn & Suites to design a property management system configured to its distinctive needs and budget. Because it is based on the feature-rich OPERA PMS, OPERA Xpress will expand with the West Inn & Suites growing business needs. This flexible solution allows the West Inn & Suites to work with its existing systems, adding additional functionality with OPERA Xpress.

With the implementation of MICROS OPERA Business Intelligence, West Inn & Suites will improve its forecasting ability and efficiency, as well as track data to compare results based on a variety of factors. West Inn & Suites is particularly impressed with the superior reporting capabilities of OPERA Business Intelligence, which allows it to receive near real-time feedback, as well as clean and process large amounts of data to satisfy the most demanding reporting requirements.

"We place great emphasis on creating a warm and hospitable environment for our employees and guests alike," stated Kim Akers, General Manager, West Inn and Suites. "With MICROS's OPERA suite of products dependably controlling many of our hotel functions, we will be able to apply greater focus on enhancing our guest services."

"We are elated to be selected by the West Inn & Suites as its technology partner," stated Jackie Carey, Vice President Hotel Sales, Western Region, MICROS Systems, Inc. "We look forward to providing the West Inn & Suites a powerful solution with the tools necessary to give its guests superior, attentive service. And the selection of MICROS's OPERA Business Intelligence by West Inn & Suites is validation that the newest addition to the OPERA Enterprise Solution is capable of producing even the most specific reports and functions, customized for any hospitality business, no matter the size. Until now, such powerful analytical tools were only feasible for larger or chain type properties.

Bringing the affordability and the power of the latest technology is what MICROS OPERA provides its customers.”

### **About West Inn & Suites**

West Inn & Suites in Carlsbad, California is a unique boutique hotel offering the ultimate in luxurious detail and an ideal location for both the business and leisure traveler. Our hotel's state of the art technology and location offers the very best of Coastal North San Diego luxury.

Our experienced team recognizes that no two travelers want the exact experience. Many Corporate travelers enjoy our boutique Carlsbad hospitality and find such convenience's as the hotel's business center, wired and wireless connectivity, and oversized desks, along with shuttle services provided within Carlsbad to and from the hotel. All of this included in your rate! Leisure and family guests of "West" enjoy a five minute drive to LEGOLAND, Museum of Making Music, shopping, or one of many North Coastal San Diego golf courses. Bring a bike and take a short ride or walk to the pristine beaches of Carlsbad. Nearby San Diego attractions include: The Famous San Diego Zoo, Wild Animal Park, Sea World, Balboa Park, and Gaslamp Quarter. All are within a thirty minute drive. Before you get started, begin your day with our hotel's extensive and complimentary breakfast.

"West" signature service delivers peerless personal attention and we remain at your service throughout your getaway. Let us take care of the details; plan your day around Carlsbad/San Diego/or Orange County. We do it with passion and a most willingness to serve. As an added bonus, hotel guests enjoy the option of selecting from many dining experiences including our very own Bistro West and West Steak, Seafood and Spirits. Visit Carlsbad's Finest Boutique Hotel online, <http://www.westinnandsuites.com/>.

### **About MICROS Systems, Inc.**

MICROS Systems, Inc. provides enterprise applications for the hospitality and retail industries worldwide. Over 310,000 MICROS systems are currently installed in table and quick service restaurants, hotels, motels, 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 25,000 hotels worldwide, as well as point-of-sale, loss prevention, and cross-channel functionality through its MICROS-Retail division for more than 90,000 retail stores worldwide. MICROS stock is traded through NASDAQ under the symbol MCRS.

For more information on MICROS and its advanced information technology solutions for the hospitality industry, please contact Louise Casamento, Vice President of Marketing at (443) 285-8144 or (866) 287-4736. You can also visit the MICROS website at [www.micros.com](http://www.micros.com) or send an email to [info@micros.com](mailto:info@micros.com).

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