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Oracle MICROS Reporting and Analytics

What's New?

Release 20.1.0.0

October, 2020

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REPORTING AND ANALYTICS 20.1 – WHAT'S NEW?

The release highlights include:

- The modern and redesigned User Interface and re-thought intuitive User Experience improve usability and thus reduce staff training needs
- Visualizations and several other reporting enhancements improve the consumability of data on reports and newly introduced dashboard tiles
- The new real time dashboard lets users configure tiles that show actionable data points for KPIs that are important for them and in a time granularity that aligns with how they need to consume the data in their job roles.
- An in-house developed Report Builder is targeted to non-technical users and allows creation of customized reports utilizing the same visualization components that are introduced to core reports.
- The new Self-Service Exports solution allows IT Managers to manage, maintain, create, and monitor all exports and integrations to keep on top of all their data access and exporting operations.
- The largely rewritten and redesigned backend implements new up-to-date cloud architectures and builds the foundation for improved performance and continuous feature delivery

Read on to learn more about each of the enhancements.

Modern User Interface and improved user experience

The most obvious change for existing users is the new, modern, and fresh user interface. It supports all modern browsers, as well as different device types - from tablets, to laptops, to desktop computers. On smaller devices the content can stack, allowing for efficient interaction and less zooming or scrolling, while on large screens the content can fill all the available screen estate.
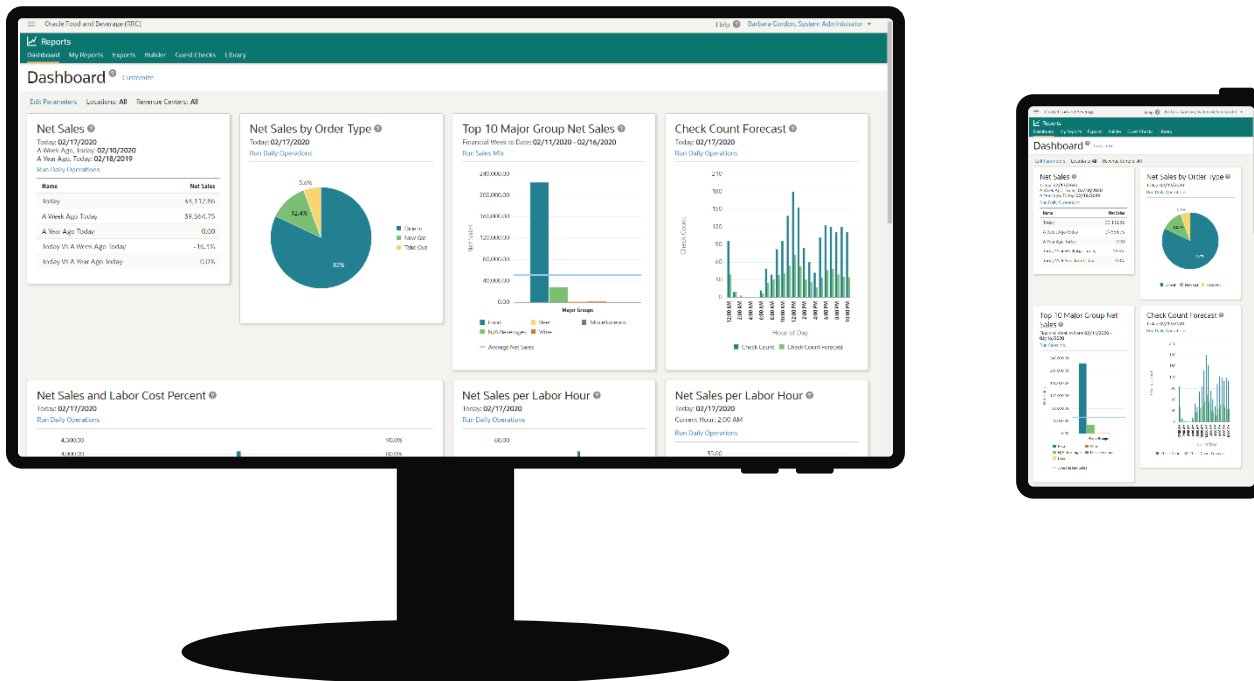

Figure 1: Compare the display of the same dashboard configuration on a large desktop screen vs. a small tablet screen using responsive web design development methods

The clear, consistent, and hierarchical navigation structure means every user can get to their tasks quicker, and understand better how to complete them. That means enterprises need to spend less time training staff and users can get their reporting needs taken care of quicker – thus increasing the time managers can spend with guests or their employees.

Reports and Reporting enhancements

In an effort to provide the various roles in an enterprise faster and more intuitive access to the operational metrics they need, enhancements are implemented across the report set, the way information can be consumed, as well as the ways that reports are run.

Configurable real-time, actionable Dashboard

A configurable dashboard allows the different roles in an enterprise to track their metrics for success in real-time, providing actionable insights into F&B data. Store managers can track their sales and labor costs by hour to make cost saving, data driven decisions throughout the current business date, while an enterprise manager with an interest in broader time scales can analyze how guest traffic changed in the last 7 days and what the forecast is for the week ahead.

The dashboard can be tailored to the different roles in the business using tiles, which display and visualize individual restaurant metrics. Each enterprise, or user, can choose those metrics that are important for them to track success. Available tiles include metrics like sales, discounts, adjustments, labor cost and cost of goods, guest and check count and spend, Top and Bottom employees, or locations, and many more. Depending on each user's role and focus, hourly, daily, or week-to-date tiles can be selected, comparing today's numbers to the same day last week, last month or to the forecast.

Redesigned and New Reports

This release includes 60+ redesigned and 15+ completely new reports. Besides those, existing reports continue to work or are being automatically mapped to one of the redesigned reports to cover the same use cases.

Reports are displayed in a categorized list of preferred reports to allow users quick access to their frequently used reports.

Furthermore users have access to the report library in order to discover reports that are not yet amongst their preferred reports and that they find useful. That all while still allowing the enterprise administrator to restrict access to specific types of data, such as sales and operations, inventory, employee personal identifiable information, pay rates and more.

Discover Data Details

How can we provide all the important details, while not overwhelming a user with too much information that they can't digest? One answer is displaying hierarchically ordered data so that the different levels can be expanded or collapsed. Initially users are not presented with an unsurmountable amount of data. However, if needed, they can expand levels in a table in order to explore more details.

Using this new pattern has several benefits: It provides all the detailed data on a single report, without needing to drill into a separate report. The data is quickly accessibly by just expanding or collapsing the different levels. It also allows the report user much easier comparison of the different levels of data, if the details are "not in their way".

Sales Summary by Major Group

Name	Gross Sales Total	Item Discount Total	Sales Less Item Discounts
⊿ Totals	41,712.62	(3,285.31)	38,427.31
▸ Food	37,432.43	(3,040.61)	34,391.82
⊿ N/A Beverages	4,280.19	(244.70)	4,035.49
▸ Non-alcoholic Beverage	4,234.48	(242.64)	3,991.84
▸ Ice Creams	23.93	(1.60)	22.33
▸ Kids Other	21.78	(0.46)	21.32
▸ Non-Bev	0.00	0.00	0.00
▸ Miscellaneous	0.00	0.00	0.00

Figure 2: In this example, Major Group Sales are expanded to Family Group Sales, can be expanded to Menu Item Sales. At the same time Major Group sales can easily be compared if all levels are collapsed.

Interactive Visualizations

Similar to discovering details in the data presented to the user, it can be difficult to digest all the available information if it is presented in a tabular form. Using visualizations helps to understand key metrics, ratios, trends, correlations, or outliers in the data. KPI tiles, pie charts, bar charts, line charts, or scatter chart visualizations do achieve that. Carefully selected, the different kinds of charts are used on redesigned reports and support the use case of each individual report. Be it the sales ratio between delivery orders vs. dine in, the Top 10 Menu Items sold, or displaying which manager has authorized the most discounts or voids.

Because the visualizations are interactive, users can work with the data displayed. When hovering the mouse over certain bars, slices, or data points, the underlying data is called out in a pop-up. By hiding or showing series of data, the user can zoom in on certain data points and concentrate on those.
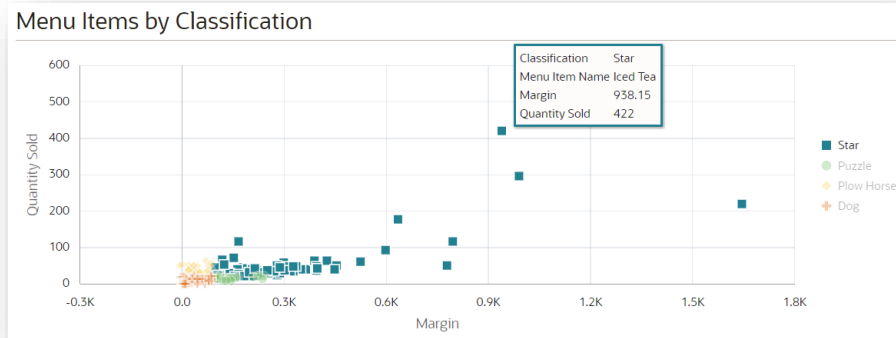

Figure 3: All visualizations support data call outs to see the details of each data point being displayed on the chart.
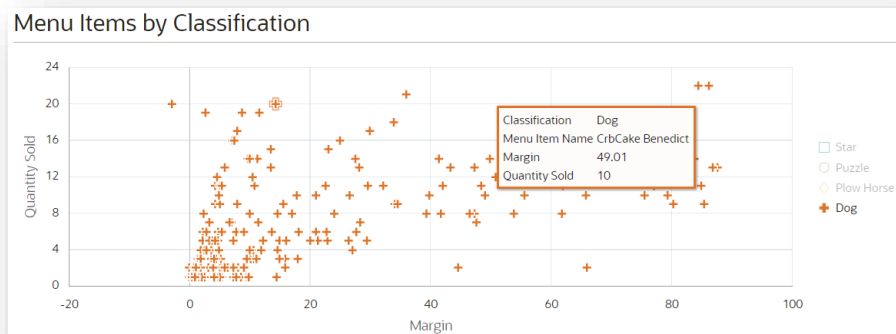

Figure 4: Menu Engineering Report: By hiding all classifications except the "Dog" Menu Items, the owner can hone in on those menu items that need his attention - be it by adjusting recipes to improve margins, or by removing non profitable items from the menu.

Create custom reports with the Report Builder

The core report set that is included in Reporting and Analytics out-of-the-box includes hundreds of reports for different roles in the business (operational reports vs. enterprise reports), to solve different use cases (e.g. Sales and Operations by Day Part vs. Employee Performance), in different granularity of data (Daily Summary vs. Check Detail), and against various Point-of-Sale features (KDS, Enterprise Cash Management etc.). However, it is impossible to predefine all possible combinations or metrics and dimensions for all customers and markets.

In order to extend the core report set, the Report Builder allows non-technical users to define their own highly visual, customized reports. Based on dozens of subject areas and hundreds of data points, a store manager, regional manager, accountant, or owner can create their own reports without the help of the IT Team. Reports can utilize the same components

than the core reports, like tables, pie chart, or bar and line charts. An intuitive user interface, custom built from the ground up by Oracle Food and Beverage development teams, assists the user with defining those.
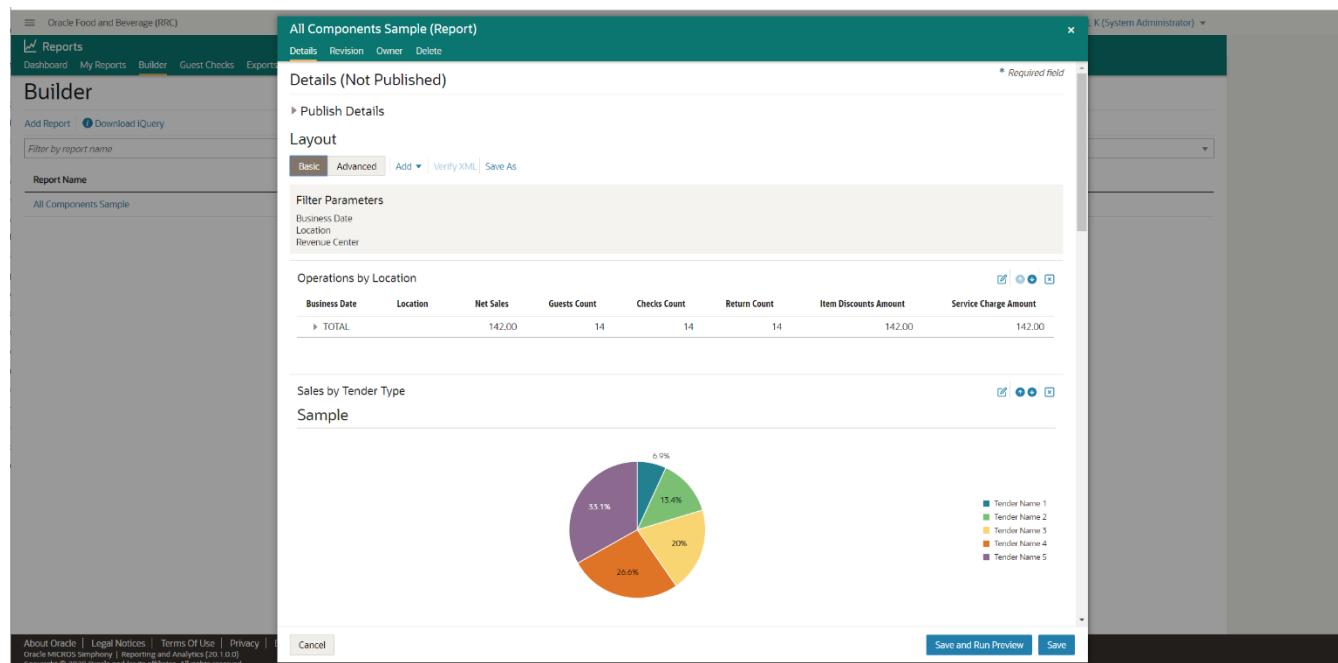

Figure 5: Non-technical users can define custom reports from a simple to use user interface. Sample data helps convey the report's layout before executing against actual data.

After completion of a new report definition, it can be published to the enterprise, so that other users can make use of it as well.

Take control of your integrations with self service exports

The Oracle MICROS Simphony platform already provides many integration points that allow customers of all sizes to extend the feature set and integrate to partners who provide additional solutions and products. Since Reporting and Analytics is the central cloud data platform for all Oracle MICROS Point of Sale and enterprise back office solutions, it is the logical place to integrate to those solutions. Partner solutions requiring POS sales and operational data, loyalty, inventory, or labor data use Reporting and Analytics as their integration point.

The self-service exports module allows IT Teams to manage, maintain, create, and monitor all exports and integrations to keep on top of all their data access and exporting operations.

Quick setup of the Oracle F&B standard export

The Oracle F&B standard GL export is an export specification that exists since the inception of the product more than 10 years ago. It contains the most important and commonly required detailed and summarized sales and operational POS data. In recent years the specification has been greatly expanded to more subject areas, more data points, and more exports[1].

With the solution introduced in Reporting and Analytics 20.1, every customer is able to setup the standard export from a core template. The IT Manager can select from build in formatting options (JSON, XML, character delimited, Tab delimited) and manage when, and for which locations the export is scheduled.

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[1] Current Standard Export specification document: https://docs.oracle.com/cd/E71871_01/doc.90/e90896.pdf

Custom queries and custom export formats

The comprehensive solution provides access to 90+ data subject areas with hundreds of data points, what can be queried using a SQL-like language. IT Teams are able to write custom queries to create data exports that support a tight integration to external systems follow a custom specification.
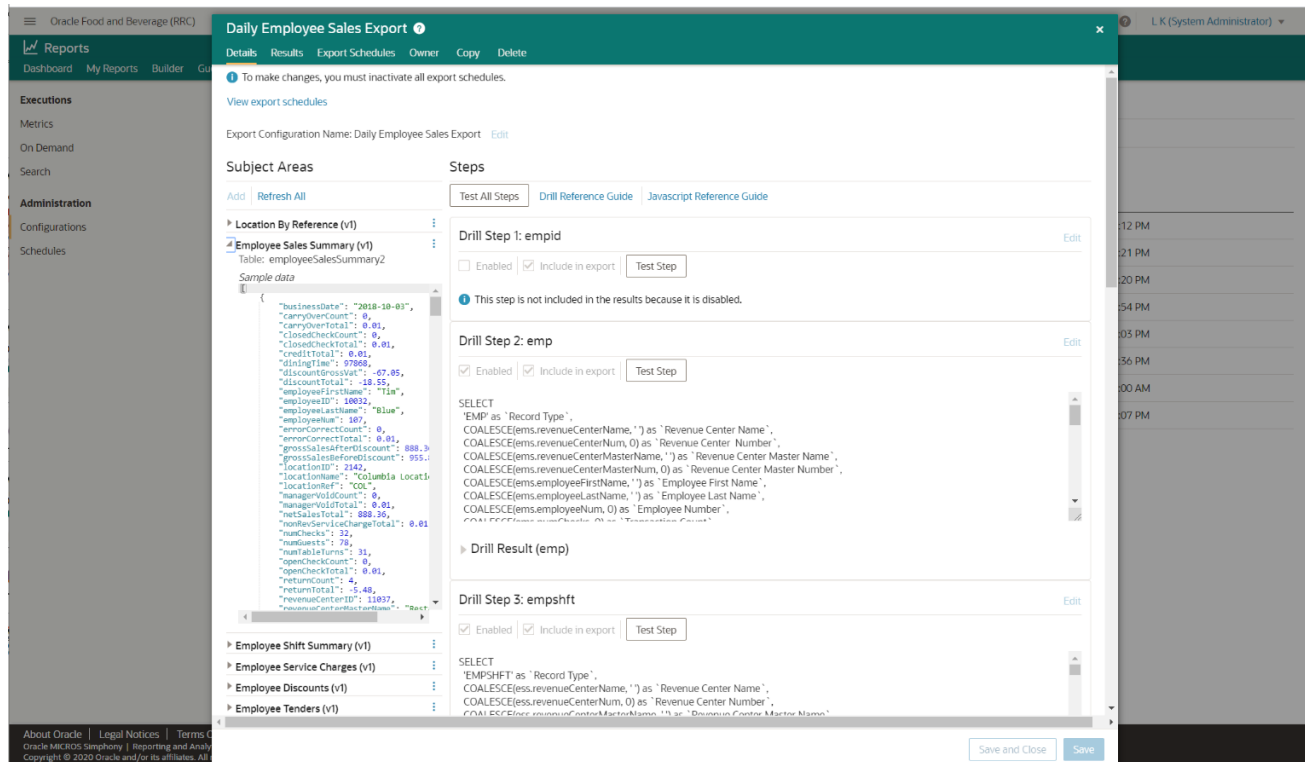

Figure 6: IT Managers have access to 90+ subject areas that they can query using Apache drill queries in order to define exports according to custom specifications. All aspects of an export can be managed and accessed from a single user interface dialog.

Proactively monitor export operations

Making sure that all exports are running, executing on their schedule, and delivering the data to the integration partners or external solutions is a top of mind issue for IT Teams. The integrations to data warehouses, inventory, labor, payroll, scheduling, or accounting systems are business critical and potential problems need to be remedied as quickly as possible. Reporting and Analytics aids the IT Teams with monitoring all export operations using a graphical and summarized display of the state of all schedule exports with abilities to drill into more details.

When investigating potential export problems, additional information is displayed that help with identifying the root cause – may it be network problems, or schedules misaligned with end-of-day configuration. Once remedied, the IT Manager can re-run exports, or re-submit export files with one mouse click.

Sophisticated security model

As soon as confidential sales, or even labor and employee PII data are leaving the Simphony platform, it is important to make sure the receiving entity actually has permissions to see that data. To allow enterprises to manage access to their actual F&B data, a robust security model has been built into the design of self-service exports. Besides a granular access control, it also includes the ability to write export against sample data. When choosing to contract an external development shop, or the Oracle Food and Beverage Professional Services team with the creation of an export, those teams do not have to be granted access to sensitive or confidential data.

Performance

Time is money. This motto does not only, but especially apply in the fast paced restaurant industry. Every minute spent in the back office waiting for a report to generate, is a minute the manager cannot spend at the front of the house, interacting with guests and staff.
Oracle MICROS cloud products are specifically written, tested, and optimized for the use of Oracle software technology.
Oracle Database Partitioning as well as optimization of application code for Oracle database technology improves overall application performance for quicker report results.
Modern User Interface development and the Oracle JavaScript framework (OJET) improves application performance for quicker page loads and rendering.

Removed and replaced functionality

As part of the complete revamp and rewrite of the application, some functionalities have been removed or replaced by new concepts.

REPLACED FEATURES AND FUNCTIONS
Oracle Business Intelligence Enterprise Edition (OBIEE) • OBIEE Self Service Reports (Self Service Analysis Reports) • OBIEE Dashboards • Send OBI reports through Report Mail **Functionality replaced with new Report Builder**
Pentaho • Pentaho Interactive Reports • Pentaho Ad Hoc Reports • Pentaho Dashboards • Pentaho Reports • Pentaho custom reports • Send Interactive Reports through Report Mail **Functionality replaced with new Report Builder**
• Mobile Reports **Functionality replaced with support for tablet devices and InMotion Mobile**

REMOVED FEATURES AND FUNCTIONS
• "Alerts" Type in Report Mail • Caption Config Portlet • CRM Admin Portlet • Daypart Overrides (part of Warehouse portlet) • Dept Mapping Interface (Upload Interface) • Document Viewer Portlet • EMS Security Setup Portlet • Fast Track Portlet • Gift and Loyalty – sending SMS • iPOS Portlet • Labor Management – sending SMS • Manager Log • Mobile User Session Management Portlet • MyTasks • MyTasks Client Download • OPERA integration to InMotion • Theoretical Labor • Theoretical Labor Allotted Hours (Upload Interface) • "URL" portlet type • Weather Applet • Welcome! Portlet • XBR Setup (part of Warehouse portlet)

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