Oracle® Retail MICROS dStore Livecenter CSPM

Product Overview
Release V 2.00

November 2015

ORACLE

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Purpose

Note: The rebranding for the latest version of this documentation set is in development as part of post MICROS acquisition activities. References to former MICROS product names may exist throughout this existing documentation set.

The purpose of this document is to give a product overview of the MICROS dStore Livecenter CSPM.

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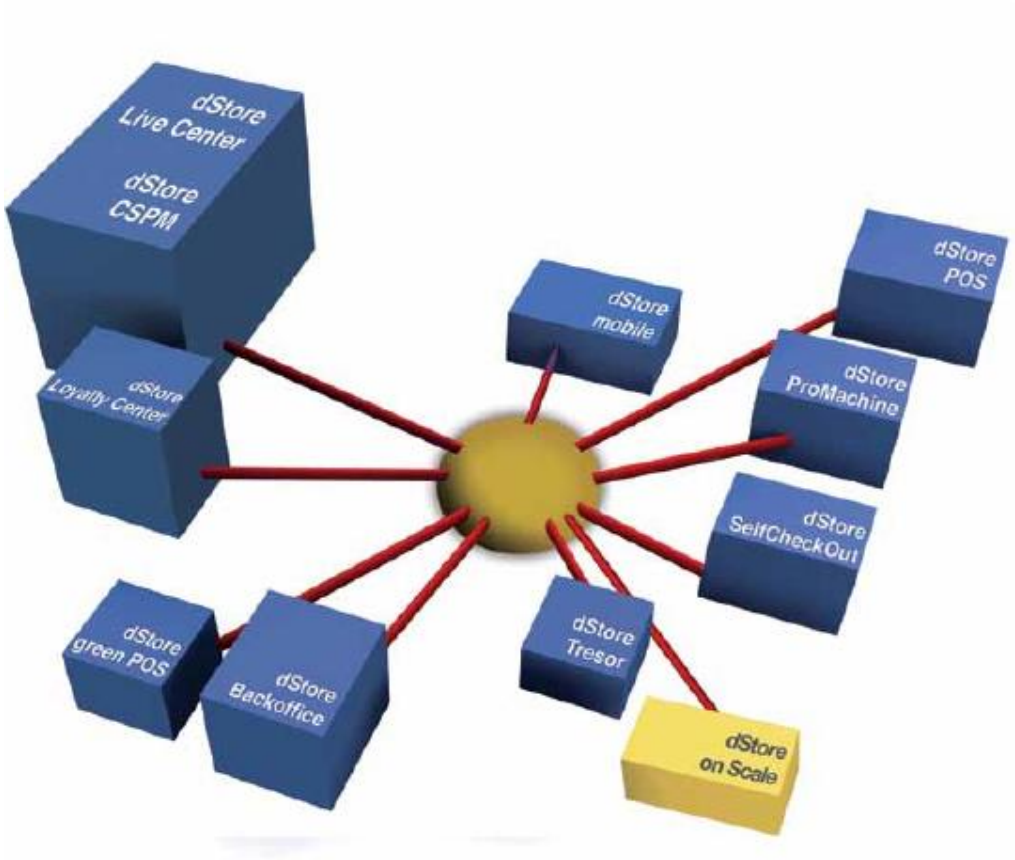
MICROS dStore Livecenter CSPM

Architecture

The MICROS dStore Livecenter is a central database, communicating with all connected POS terminals via VPN. The MICROS dStore Livecenter provides standard interfaces to leading ERP systems. All applications are transformed into web services, which are provided by MICROS dStore Livecenter. A browser based user interface interacts with the central system. The MICROS dStore Livecenter provides full data redundancy as well as a fall back system. If data communication is unavailable, several automatically updating fields are available.



MICROS dStore Architecture

Configuration

dStore is designed around the dStore database. The services of dStore build the backbone of the MICROS dStore POS System Software. They are responsible for:

- Supplying data to the registers (items, prices, parameters) as well as software versions

- Collecting the transactions from registers
- Consolidating of sales data for reports, analysis and inquiries
- Controlling and monitoring the operation of the MICROS dStore POS System Software

Central Back Office

All back office applications of the MICROS dStore POS System Software are implemented as web services accessing the Micors dStore Livecenter database.

You can access this web services with any browser supporting flash. For mobiles a set of applications is adapted to the reduced display size and the limits of portable systems: mobiles and handhelds.

MICROS dStore Livecenter is the control center for all markets, provides them with data, receives data from markets, records them and offers an immediate overview.

Fail-Safe Operation

The MICROS dStore Livecenter installation is permanently mirroring all transaction data on at least 2 POS machines, in addition to the immediate transfer to the central MICROS dStore Livecenter database.

Network problems have neither any influence on the sales process nor to the security of data. Resuming of mirroring after a network disruption is done automatically and without any intervention by users or central operators.

Cacheing minimizes the network load for the transfer of large blocks of data to the registers.

All important store applications are available additionally as local applications, using the data from the locally stored transactions. This provides independence from 100 % network availability and reduces response time requirements for the central MICROS dStore database. These „fail- save-applications" include cashier balancing and money management in general.

Structural Variations

The following variations of a central infrastructure are available:

- Regional centers – in addition to or in place of a single center
- Combination of stores with local back office and stores without local back office consolidated into a common central MICROS dStore Livecenter.
- No central Micors dStore Livecenter but MICROS dStore Livecenters for a group of stores, usually having a common owner

MICROS dStore Livecenter Technology

- Server with database
- Flexible implemented web services for access to the central databases
- Open architecture
- User friendly implementation
- Browser based, J2EE, Usage of reporting tools
- Provision of data – ARTS standard

CSPM

CSPM (Central Store Parameter Maintenance) is a management tool that controls the MICROS dStore POS System Software. The browser based interface allows you to check, modify and/or compare the settings of the POS terminals in every store. With this tool you can control settings and deploy software updates.

The detailed logging and reporting features of CSPM answer questions, such as:

- Do all POS terminals have the correct parameters?
- Which software version is installed at the POS?
- Who does what and when?

Features

- Centralized storage, distribution and monitoring of parameters
- Distribution of arbitrary software updates with acknowledgement of transmission
- Comparison of store versions
- Tool for defining stores supported by a wizard
- Changing receipt header and footer lines as well as receipt logos
- Tracking all parameter changes

Compare Markets

The CSPM compares the settings of several markets respectively several registers or if you want to activate foreign currency payment for a special event.

Administration of Header and Footer

The CSPM adapts headers and footers for POS printers. The new header and/or footer will be active just a few minutes after you initiate the text.

Market Data Installation

As a base use an existing market or a draft and supply just the desired modifications.

Use an existing market or a draft for the installation, only supply the modifications. The CSPM automatically generates the necessary parameters for the installation of the register.

Implementation of Updates

Any data, parameters as well as software updates can be distributed by the CSPM.

Status of Transfer

The CSPM offers information of the actual status of transfer at any time, making it possible to identify a defect before a real problem appears.

Components

The CSPM uses a central database to store parameters and software versions of all registers and markets.

The existing data transfer system, the infrastructure already used for transferring data to and from your markets, is used for the communication.

Use

As a central web based management console the CSPM serves different end users in different areas of application. The CSPM can be used as following:

- as a configuration tool
- as a monitoring tool
- as a maintenance tool
- as a support tool

Configuration Tool

- Web based control possibilities for all parameters through to the register
- The current status of transmission into the stores as well as the activation of a parameter change in the stores can be retrieved anytime.
- All changes are recorded in a centrally accessible journal storing information about the contents, originator and time of the change.
- Possibilities for store selection for specific changes
- Transparent transfer to the stores for the user
- Assurance of timely activation by prior transmission and time-driven application in the store

Monitoring Tool

- Central information on changes made in stores.
- Possibility of defining reference configurations for automatic detection of parameter errors.
- Targeted analysis possibilities of parameter errors by means of special applications such as store comparison or version control, offering various illustration facilities.
- Different visualization options, ranging from viewing all stores to single stores and/or parameters.
- Optimized user-dependent access restrictions to specific stores by means of user-role concept.

Maintenance Tool

- Deployment of parameters as well as files within one central management console, no separate deployment tools needed
- Assurance of successful deployment by automatically generated acknowledgement
- Information sent from the store to the CSPM
- Time-driven activation possible for parameters as well as applications
- Changing specific files at the back office or checkouts, such as logos

Support Tool

Error detection and prevention through automatic parameter checks.

- Analyses and correction of parameter errors over one central interface
- 1st and 2nd level support teams