

VASKE COMPUTER INC.

CUSTOMER SUCCESS



Rising to the Challenge with Oracle Micros Symphony

THE CHALLENGE

A government agency was facing a rapidly approaching deadline to open two seasonal food service locations, a full-service restaurant and a quick service location, just a couple of miles apart. The summer season was around the corner, and the pressure was mounting. The restaurant staff had already voiced their preference for Oracle Micros, but the agency didn't know who could deliver the solution quickly, reliably, and with the right expertise.

That's when they turned to Vaske Computer Inc., a long-standing technology partner with a trusted reputation and deep ties to Oracle. While Vaske had not previously worked in the hospitality or POS space, we were confident in our ability to mobilize quickly and leverage our Oracle relationship to deliver a solution.

WHY ORACLE

The agency needed an all-in-one, easy-to-use POS solution that could support both a full-service dining experience and a fast-paced quick service environment. Oracle Micros Symphony was the ideal fit. Its cloud-based architecture simplified deployment and management, while its real-time reporting and analytics provided full operational visibility across both locations.

Although Vaske did not initially have the expertise to sell or implement Oracle Micros, our team immediately committed to building the necessary knowledge. We enrolled in Oracle-led workshops and training sessions to gain hands-on experience with the platform.

To ensure a successful rollout, we partnered with a local hospitality expert who led the implementation and conducted hands-on training sessions with the restaurant and quick service staff. Their experience in configuring Oracle Micros for both environments was instrumental in getting the systems up and running smoothly.

Later, when the agency requested digital menu boards for the quick service location, we engaged another specialized local partner who designed and deployed a dynamic, customer-friendly solution. The digital boards were integrated with the POS system, allowing for real-time updates and a modern visual experience that elevated the locations service model.

RESULTS

These partnerships were key to delivering a seamless, professional deployment—despite our initial lack of hospitality experience—and helped us build a strong foundation for future Oracle Micros projects.

Both the full-service restaurant and the quick service location opened on time, just as the summer season began. The Oracle Micros Symphony systems performed flawlessly from day one, and the staff at both locations were fully trained and confident in using the new technology. The quick service location benefited from the addition of digital menu boards, enhancing customer experience and streamlining operations.

Our journey began with minimal footprint and turned into a successful deployment that exceeded expectations. Vaske Computer Inc. not only delivered under pressure but also emerged with certified expertise in Oracle Micros Symphony. We're now actively expanding our offerings in the hospitality space, ready to help more organizations modernize their food service operations with speed and confidence.