



PARTNERSHIP ETHOS & FLEXIBLE SOLUTIONS - Micros Fidelio Ltd UK

MLR Networks have consistently demonstrated a “partnership ethos”. This commitment to quality, professionalism and shared experiences has sustained long-term partnerships which benefits both parties and most importantly the end-user/customer.

Challenge

Micros, the leading player in hospitality software needed a reliable and professional partner who would ensure that the systems running the software would be installed effectively and efficiently. The client profiles were extremely varied and a partner was needed who could operate in a wide range of environments, locations and situations. They needed to have technical expertise and also the ability to fit equipment in an ‘active customer environment’.

New approaches to fitting equipment would have to be developed to respond to the evolving nature and requirements of the software and the complexity of the situation.

Approach

The depth of experience of MLR’s team enabled them to develop a wide range of flexible solutions to meet the diverse requirements of the end user customers. A consistent and totally reliable, high level of technical support was provided which aided the development and fitting of new systems. A focus on end user expectations and requirements was provided which ensured high levels of satisfaction from both the client and the end user.

A wide range of tailored solutions were developed to meet Micros’ needs. All systems were fully tested to ensure that they operated successfully in the working environment and under working conditions. A full back up service was provided to ensure full customer satisfaction.

Benefits

Over 2500 EPOS systems fitted in a wide variety of locations and operations

High levels of end-user satisfaction which has aided Micros sales

MLR’s coverage over the UK and Europe has ensured consistency of quality

Postscript

The relationship is still as strong as ever after 20 years. Our client knows that MLR Networks will always go the extra mile to ensure that long-term relationships with the end-user are not only established; they are developed and enhanced.



MLRNetworks Ltd

Bringing excellence through experience

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