Hard Rock Hotel & Casino Upgrades to Oracle Simphony Cloud with ReSource Point of Sale

BACKGROUND

Hard Rock Hotel & Casino opened their first Vegas style casino in Sacramento California in 2019 with a 60,000 square foot gaming floor, hundreds of hotel rooms and a state-of-the-art entertainment venue. Hard Rock Hotel and Casino launched their operations with Simphony on premise, leaving them responsible for managing, maintaining and troubleshooting their own point of sale systems. As the demands of their business evolved, so did their need for a more agile and scalable solution. They sought to modernize operations, reduce the burdens of self-support, and move to a cloud-based infrastructure that would allow for greater efficiency and long-term growth.

Oracle Simphony Cloud

The Simphony POS system from Oracle is built for complete restaurant management. Simphony powers the most successful food and beverage venues across the globe. As an all-in-one cloud POS platform, it helps restaurateurs optimize their online and in-house operations in real time from any device.

- **Real-Time Reporting**
- **Scalable menu configuration**
- **Inventory management**

IMPLEMENTATION

In Hard Rock's endeavor to find a better solution, they turned to their trusted partner, ReSource Point of Sale. ReSource POS lead the transition to Oracle Simphony Cloud, a platform designed specifically for enterprise level hospitality businesses. This new solution would eliminate the burden of hosting their own infrastructure and automate their processes for a more scalable solution. With a relationship dating back to the original 2019 implementation, ReSource POS was uniquely positioned to manage the upgrade. Acting as Oracle's reseller, ReSource POS provided end-to-end support throughout the process, serving as a reliable advisor with deep knowledge of both the product and the client.

IMPLEMENTATION CONT.

ReSource POS led the project end-to-end, overseeing coordination, installation, hardware provisioning, and platform deployment while Oracle provided technical support as needed. A third-party vendor assisted with specific custom configurations, and ReSource ensured the overall implementation was seamless for the client.

Hard Rock Hotel and Casino Sacramento, implemented a complete location conversion to Oracle Simphony, migrating all their existing systems to the cloud. "Since the migration, we've experienced significant improvements in performance, real-time data access, and overall system reliability", Bob Morelos added.

"They (ReSource Point of Sale) worked closely with our internal departments, took time to understand our needs, and customized their support accordingly. Their attention to detail and professionalism helped us meet key milestones and complete the rollout on schedule."

-Bob Morelos, IT Director
Hard Rock Hotel & Casino Sacramento

RESULTS

Since the upgrade, Hard Rock has seen improvements in operational efficiency and reporting capabilities. The partnership with ReSource POS enabled a smoother transition, faster adoption, and minimized disruption. Oracle has since acknowledged and appreciated ReSource POS's dedication to growing Simphony Cloud deployments through hands-on involvement and customer trust.

This project marked ReSource Point of Sales's first major deployment through Oracle's Cloud Service Solutions and has strengthened the company's relationship with both Oracle and Hard Rock. Precedence has been set for future Oracle Simphony Cloud conversions, showcasing how collaboration with ReSource Point of Sale and Oracle delivers transformative results for high-volume hospitality environments.