Unlock Digital Potential and Deliver Exceptional Guest Experiences with Innovation Built on Oracle's Cruise Solutions

ORACLE®

Oracle's solutions assist cruise companies in delivering exceptional guest experiences and building new business models, by supporting key digital services onboard and shoreside, throughout the customer lifecycle. Oracle's new, comprehensive platform architecture is designed for flexibility and integration, to support fast changing needs and innovative business ideas. Oracle's cruise solutions are scalable and highly performant, to meet the current and future information technology needs of your enterprise.

PRE-CRUISE
Allows cruise lines to identify guests that have existing profiles on file before the cruise takes place and assign all guests to their cabins. Enables guests to book services, make reservations and select pre-book packages in advance of their cruise.

1

- Shore Excursions
- Spa
- Guest Profile
- Packages
- Cabin Inventory Reservation
- Dining

FMS

EMBARKATION
Speeds up ship's embarkation process. Ensures the correct manifest for authorities. Assigns wearable identification key cards to passengers.

2

- Wearable Devices
- Facial Recognition
- Passports and Contracts
- Manage Cabin Assignments
- Special Requests

CRUISE GUEST EXPERIENCE
Enhances overall cruise guest satisfaction by enabling cruise line to provide a more personalized service. Helps cruise line schedule events and excursions. Integrates in-cabin services, like Infotainment.

3

- Retail
- Rides
- Cruise Calendar
- Infotainment
- Entertainment
- Spa
- Casino
- Special Orders
- Packages and Pricing
- Certification Management
- Payroll
- Time and Attendance
- In-cabin Entertainment
- Medical

DMS
Simphony
SPMS

MARKETING AND SALES
Helps create promotions, target new customers and maintain loyalty of existing passengers through onboard offers.

6

- Promotions and Campaigns
- Guest Feedback Analyzed
- Market Analysis
- Profile Analytics

FMS

ANALYTICS
Offers drill down reporting capability to provide cruise lines with insight on guest feedback via surveys, consumption analytics, guest profiling and passenger demographics.

5

- Machine Learning and AI
- Reporting and Analytics
- Forecasting
- Business Intelligence

FMS
Simphony

SHORE

SHIP

DISEMBARKATION
Expedites guest check out, luggage handling and invoicing, providing a seamless guest experience. Helps convert currency. Ensures fiscal and local legal compliance.

4

- Folio Accounting
- Fast Checkout
- Multi-currency
- Fiscal Compliance

SPMS

MANAGE CREW
Oversees crew administration, tracking time, attendance, visa handling and central certificates. Controls shore leave inventory.

MARITIME OPERATIONS AND COMPLIANCE
Ensures enforcement of maritime law. Effectively handles integrated manifests, visas, passports, safety and security processes. Accelerates safety drill exercises.

- Drill Management
- Manifest Handling
- Shore Leave Rules
- Visa and Passport Handling
- Gangway Operations
- Manning Plan

DINING OPERATIONS
Supports automated table assignment based on individual preferences. Mobile device for hosts facilitate seamless seating. Effectively handles waitlisting. Manages package and tracks special orders.