

ASTICS INC.

AAVGO Validated Integration with Oracle Hospitality OPERA 5.5



Stay connected.

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Stay Connected with AavGo

AavGo is a provider of software as a service (SaaS)–based hospitality operations management solutions.

Company Overview

By providing hospitality operations management solutions with SaaS delivery, AavGo gives hoteliers a unique way to deliver an enhanced guest experience that deepens engagement and loyalty to reclaim the guest relationship. While your guests enjoy convenience and control over their experiences using their smartphones and in-room tablets, you can improve your business performance in real time using data-driven decisions.

Integration Overview

As shown in Figure 1, the integration between AavGo and Oracle Hospitality OPERA is facilitated by using a communication method for a FIAS-based TCP/IP connection. The AavGo IFC application—a core Java process—provides integration between the AavGo application server and Oracle Hospitality OPERA property management system (PMS).



Oracle Hospitality

Oracle Validated Integration provides customers with confidence that a partner's integration with an Oracle on-premises application is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

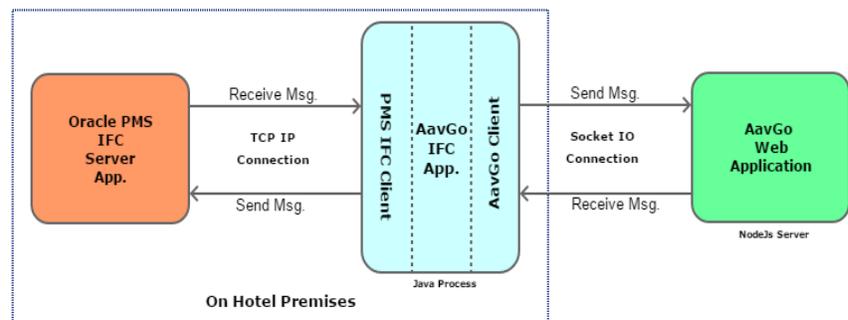


Figure 1. High level architecture diagram

Integration Details

The AavGo IFC application must be deployed on same premises where Oracle Hospitality OPERA PMS is deployed; it will then communicate with Oracle Hospitality OPERA PMS using TCP/IP protocol using Java socket. The AavGo IFC application communicates with AavGo application server using a socket IO connection.

AVAILABILITY

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SUPPORT

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The following Oracle Hospitality OPERA message types are used in the integration:

- Guest check in
- Guest data change
- Guest check out
- Database resync
- Folio review request
- Folio bill Items
- Folio bill balance
- Remote checkout request
- Remote checkout response

The solution includes the following data flows:

- Guest check-in, guest data change, and guest check-out messages from Oracle Hospitality OPERA are delivered to the AavGo IFC application; data is extracted from those messages and sent to the AavGo application server.
- Guests can initiate a remote checkout request from the AavGo application; that request is sent to the AavGo IFC application which initiates the first folio review request. Once the AavGo IFC application receives folio bill balance data from Oracle Hospitality OPERA, it initiates a remote checkout request with total bill amount to the PMS. Once it receives the remote checkout response, it will send that data to the AavGo application server.

The following use cases are supported in the integration:

- Auto guest check-in with reservation detail including reservation ID, room number, guest name, check-in date, and check-out date.
- Remote check-out from AavGo application/server including reservation ID, room number, guest name, check-in date, and check-out date.
- When room number, guest name, check-in date, or check-out date changes, the edited guest reservation data is sent to AavGo.

Technical Details

Environment	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> • AavGo version 5.1 	<ul style="list-style-type: none"> • Oracle Hospitality OPERA 5.5 • Oracle Hospitality Interface IFC8 8.10.2.20
Product ID	
Product ID (FKT)	Description and Name
<ul style="list-style-type: none"> • FIAS_MSC 	<ul style="list-style-type: none"> • Oracle Hospitality OPERA MSC Interface for AAVGO by Astics Inc.
Supported Protocol	
<ul style="list-style-type: none"> • TCP/IP protocol communication method of FIAS based connection 	