

ORACLE VALIDATED INTEGRATION DATA SHEET

LG Electronics

Pro:Centric Direct Integration with Oracle Hospitality OPERA 5.5

LG Pro:Centric Direct, a hospitality-dedicated content management solution, provides an easy-to-use user interface editor to create a unique guest experience and express the hotel's brand identity through LG Pro:Centric television. It improves operational efficiency by enabling hoteliers to control in-room televisions and provides guests with convenient in-room services such as paid channels, Internet of Things, and voice commands.



LG Electronics Inc.
LG Twin Tower 128
Yeoui-daero, Yeongdeungpo-gu
Seoul, Korea, 07336
Tel.: +82.2.3777.1114
Fax: +82.2.3777.5331
LG.com/b2b

COMPANY OVERVIEW

LG Electronics is a trusted partner offering innovative products and solutions for international customers worldwide. Through unique offerings such as industry-leading OLED signage and hospitality dedicated TV, LG has made itself a formidable name in the commercial sector. With heavy investments in future growth engines such as high efficiency solar solutions, energy storage systems (ESS), and energy management solutions (EMS), LG Electronics is committed to providing strong value by improving customers' lives and businesses with leading products and solutions.

INTEGRATION OVERVIEW

Through the integration with Oracle Hospitality OPERA property management system (PMS), LG Pro:Centric Direct enhances the guest experience with diverse functions and helps hoteliers reduce expenses and efforts.

INTEGRATION DETAILS

The integration supports the following functionality:

- Check in, checkout, room move, database resync
- Guest information change
- Folio request
- Remote check out
- Guest message online and delete
- Simple posting with support for subtotals, taxes and discounts

By communicating with Oracle Hospitality Opera PMS in real-time, LG Pro:Centric Direct provides the following features to guests:

- TV automatically turns on when guest checks in (optional).
- Welcome screen with guest name is displayed on TV.
- Application language is automatically set to match the nationality of guest.

ORACLE Validated Integration Oracle Hospitality

Oracle Validated Integration provides customers with confidence that a partner's integration with an on-premise Oracle 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.

- Guests receive messages from the front desk.
- Folio information is delivered to guests.
- Hotel provides premium channels on demand by integrating with paid channels.
- Concierge services are provided by integrating with a quality management system (QMS).
- Guest can control room devices such as lights and thermostats by integrating with room controls.
- Guests can check out without visiting the front desk (express checkout).
- TV automatically turns off when guest checks out.

AVAILABILITY

LG Electronics Inc.
 LG Twin Tower 128
 Yeoui-daero, Yeongdeungpo-gu
 Seoul, Korea, 07336
 Tel.: +82.2.3777.1114
 Fax: +82.2.3777.5331
 Email: dev-procentric@lge.com

SUPPORT

lg.com/global/business/support/global-service-network

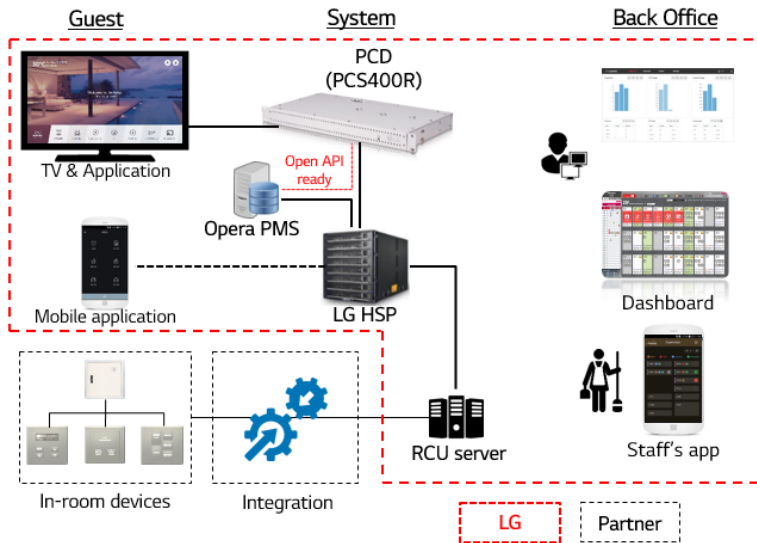


Figure 1. Pro:Centric Direct system architecture diagram

TECHNICAL DETAILS	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> • ProCentric Direct Version 4.0 	<ul style="list-style-type: none"> • Oracle Hospitality OPERA 5.5 • Oracle Hospitality Interface IFC8.10.2.20 • Fidelio Interface Application Specification (FIAS) 2.20.20
Product ID (FKT)	Description and Name
<ul style="list-style-type: none"> • IFC_MSC / FIAS_MSC 	<ul style="list-style-type: none"> • Oracle Hospitality OPERA MSC Interface for ProCentric Direct Interface by LG Electronics Inc.
Supported Protocols	
<ul style="list-style-type: none"> • FIAS via TCP/IP 	

ORACLE

Validated Integration

Oracle Applications

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