AEROGUEST

AeroGuest Kiosk
Validated Integration with
Oracle Hospitality Suite8

AeroGuest recreates the direct relationship between the hotel and the guests through an innovative and IoT-based digital customer journey.

AeroGuest Kiosk enables guest self-service for bookings, rooms, and stays through the AeroGuest mobile app at hotels running Oracle Hospitality Suite8 property management system (PMS).

Søndergade 70 baghuset 3
8000 Aarhus C
Denmark
Tel.: +45.6060.6670
aeroguest.com

Oracle Validated Integration

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.

Company Overview

CueGrid ApS is the Danish company behind AeroGuest—the hotel platform and app of the future. CueGrid's innovative team is led by entrepreneur and technology expert Martin Sponholtz, founder and CEO of the company.

The vison behind the Aeroguest app is to recreate the relationship between hotels and guests via the Internet of Things (IoT), optimizing the way people travel. Aeroguest makes it easier to get around in the world, make the traveler more independent, and reclaim the personal relationship between the hotel and the guest. The company strives to deliver the most value-added, customer-focused, and innovative hotel platform.

Integration Overview

Hotels using Oracle Hospitality Suite8 can enable guests to manage their own bookings, rooms, and stays through the AeroGuest mobile app. The AeroGuest Kiosk interface communicates the guest's actions from the AeroGuest backend to the hotel's Oracle Hospitality Suite8 installation.

Using a reservation identifier, the guests booking can be discovered and information is synchronized between the two systems. Shortly before the guest's stay and during the guest's stay, actions such as room assignment and check in may be performed by the guest. On the final day of the stay, the guest may perform a checkout on the reservation.

Integration Details

The integration is implemented and functions through the Oracle Hospitality Suite8 interface. The following self-service functions are enabled for guests using the AeroGuest app:

- Query information for a future reservation
- Create or cancel reservations
- Discover available rooms for a room type

- Assign or release a room to a reservation
- Add or delete accompanying guests
- Update arrival time, check in, and checkout
- Get all packages and add them to (or remove them from) the reservation
- Print folio information
- Post charges, get invoices, and make payments
- Query Oracle Hospitality Suite8 interface setup for room types, room status, system date, system info, list of currencies, and countries
- Fetch web availability for creating future reservations
- Update guest profile information

When the guest triggers the self-service functionality, it is first received in the AeroGuest backend which then executes the command against the hotel's Oracle Hospitality Suite8 installation.
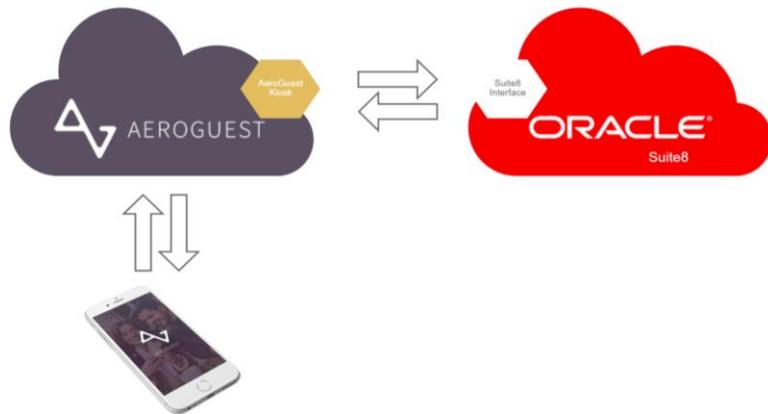

Figure 1. The AeroGuest Kiosk module (yellow) enables communication between Oracle Hospitality Suite8 and the AeroGuest backend that the AeroGuest app communicates with.

Technical Details

Environment	
Partner Environment	**Oracle Environment**
• AeroGuest Kiosk 1.0	• Oracle Hospitality Suite8 • Oracle Hospitality Suite8 Property Kiosk Interface v8.13.x

Product ID	
Product ID (FKT)	**Description and Name**
• Oracle Hospitality Suite8 Advanced Kiosk	• Oracle Hospitality Suite8 Advanced Kiosk Interface for AeroGuest by AeroGuest ApS

Supported Protocol
• HTTP, HTTPS