

# ASSIMILATED TECHNOLOGIES

## iQiosk Validated Integration with Oracle Hospitality OPERA 5.5



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Revolutionizing the hospitality industry by improving the overall efficiency of hotel operations and guest experiences.

iQiosk intelligently automates the hotel check-in process by providing a self-service kiosk that allows guests to speed up the check-in process.

### Company Overview

Assimilated Technologies is the leading identity and security management provider in Singapore and Southeast Asia. In conjunction with partners, the company delivers the right technology by combining experience and expertise in solution design with leading-edge digital technologies. With experience in practical applications, system management, and large and complex system integration, Assimilated Technologies delivers intelligent solutions to the hospitality industry.

### Integration Overview

A simple-to-use, one-stop, self-check-in terminal, iQiosk automates the check-in process and reduces waiting time at the hotel's front desk by providing a holistic integration with Oracle Hospitality OPERA property management system (PMS) and high-tech biometric devices to provide automated people authentication. iQiosk checks in hotel guests by retrieving the reservation records from Oracle Hospitality OPERA, capturing official documents, authenticating guests through facial recognition, allocating rooms, collecting check-in deposits, electronically signing registration acknowledgement, and obtaining electronic receipts. (Figure 1)



### 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.



Figure 1. Process flow for integration between iQiosk and Oracle Hospitality OPERA

**AVAILABILITY**

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**Integration Details**

Oracle Hospitality OPERA PMS is deeply integrated into the heart of the iQiosk solution via Oracle Hospitality OPERA Web Service. The integration provides the ability to retrieve arrival records, capture guest information, allocate rooms, capture payment information, and perform guest check in.

To enable seamless check-in, iQiosk is also integrated with the document scanner via a third-party API. This—together with the facial recognition scanner and Assimilated Technologies' proprietary iSignature API—gives an added layer of security and assurance to hotels and guests in the following ways:

- Document scanner uses optical character recognition (OCR) and radio frequency identification (RFID) technology to capture guest details
- Document scanner API verifies the authenticity of the documents
- Facial recognition API verifies the identity of the person against their document
- iSignature API enables guest acknowledgement and confirmation of the hotel's terms of service.

Finally, iQiosk completes the guest check-in process by consuming the banks' credit card terminal API.

**Technical Details**

Environment	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> <li>• iQiosk 1.0.1</li> </ul>	<ul style="list-style-type: none"> <li>• Oracle Hospitality OPERA 5.5</li> <li>• Oracle Hospitality OPERA Kiosk Interface 5.5</li> <li>• Oracle Hospitality OPERA Web Services 5.1</li> </ul>
Product ID	
Product ID (FKT)	Description and Name
<ul style="list-style-type: none"> <li>• OPP_KSK</li> </ul>	<ul style="list-style-type: none"> <li>• Oracle Hospitality Opera Kiosk Interface</li> </ul>
Supported Protocol	
<ul style="list-style-type: none"> <li>• OWS V5.1 HTTPS XML Request</li> </ul>	



**Validated Integration**

Oracle Applications