BGUESTNOW SA

B-Guest Validated Integration with Oracle Hospitality OPERA 5.5

B-Guest is a guest engagement platform designed to close the gap between hotels and guests, connecting them in the best possible way. It provides a set of innovative services for hotels, helping them reduce costs, increase revenues, and make guests happier.

BGUESTNOW SA
Rua Calvet de Magalhães, 242, 1º
2700-022 Paço de Arcos
Portugal
Tel.: +351.220.301.520
Fax: +351.220.301.521
www.b-guest.com

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

BGUESTNOW's flagship product is B-Guest, a guest engagement platform providing hotels with set of services to fully engage with guests during every stay. Using this platform, hotels create a direct and exclusive digital communication channel with guests, enabling hotels to:

- Streamline operations by automating processes such as check-in and check-out.
- Up-sell services using artificial intelligence (AI) that accesses guests' profiles and automatically suggests what they want at the right time.
- Increase guests' satisfaction, offering them an alternative and more convenient way to engage with the hotel.

Guests also benefit from B-Guest.

- Guests choose their preferred channel to check-in at each hotel, saving time in receptions queues and also reducing time spent supplying duplicate information.
- Guests can request any hotel service including room service, spa, restaurant, housekeeping, maintenance, taxi, rent-a-car, valet, transfer, sports, and nearby attractions.

Integration Overview

The integration between B-Guest and Oracle Hospitality OPERA property management system (PMS) uses OPERA Xchange Interface (OXI).

Integration Details

The integration enables the B-Guest platform to:

- Receive guest reservations from Oracle Hospitality OPERA
- Process those reservations prior to check in
- Allow guests to perform a pre-check in by providing their own personal details
- Complement or update the reservation data in Oracle Hospitality OPERA

ORACLE VALIDATED INTEGRATION DATA SHEET

AVAILABILITY

Rua Calvet de Magalhães, 242, 1º
2700-022 Paço de Arcos
Portugal
Tel.: +351.220.301.520
Fax: +351.220.301.521
Email: info@b-guest.com

SUPPORT

Tel.: +351.220.301.520
Email: hotelsupport@b-guest.com

Technical Details

Environment	
Partner Environment	**Oracle Environment**
• B-Guest Version 2.15	• Oracle Hospitality OPERA 5.5

Product ID	
Product ID (FKT)	**Description and Name**
• OPX_BGUEST	• Oracle OPERA Xchange Interface for BGUEST NOW

Supported Protocol
• HTTPS

ORACLE
Validated Integration
Oracle Applications

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