

ORACLE VALIDATED INTEGRATION DATASHEET

Blue Pin

Guest Services Robot Integration with Oracle Hospitality OPERA 5.6

Guest Services Robot (GSR) enables hotel guests to complete self-check-in, key pickup, and checkout processes within a few minutes. With the enablement of the IoT micro-location system, real-time robot status can be provided to hotels for management of all GSRs in a fleet.

COMPANY OVERVIEW

Blue Pin is a startup formed by a group of Hong Kong experts, and it offers two main products and services, namely, Indoor Positioning System (IPS) and Guest Services Robot (GSR).

ISP functions include a navigation system, asset tracking, robotics localization, footprint data analytics, and more. Compared with other providers in the market, Blue Pin is able to provide one-stop, effective solutions to its clients at low cost and with a better user experience. With the state-of-the-art fusion algorithm, the solutions can provide quick IPS deployment, even for exhibition shows. The system has been used by different clients from Hong Kong and Mainland China with excellent performance feedback.

GSR is Hong Kong's first customized smart hotel robot. It enables hotel guests to complete self-check-in, key pickup, and checkout processes within a few minutes. GSR can reduce human-to-human interaction and waiting time in queues and can further improve the guest experience.

INTEGRATION OVERVIEW

GSR is fully integrated with the Oracle Hospitality OPERA property management system (PMS). The guest can use the robot or kiosk to complete self-check-in, key pickup, and checkout. A front-end application is provided on the robot or kiosk for the guest to use, and a back-end application is developed for the communication between the front-end application and Oracle Hospitality OPERA through the kiosk interface.

The system offers functionalities necessary for completing self-check-in and checkout processes, such as fetching the booking, updating booking information, updating personal information, performing a check-in, fetching billing information, making a payment, and performing a checkout.

INTEGRATION DETAILS

GSR functions are enabled through the integration between the back-end application and Oracle Hospitality OPERA through the kiosk interface. For different actions on the front-end GSR application, it will initiate requests to the back-end server, and the back-end application will handle business logic according to different use cases and the needs of hotels. The back-



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ORACLE Validated Integration Oracle Hospitality

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

end application will communicate with Oracle Hospitality OPERA through the kiosk interface using corresponding SOAP calls. The back end will handle the results from the kiosk interface and respond to the front-end application.

The flows and functionalities are as follows:

- Prearrival: Fetch booking, update personal information (if needed), update booking information (if needed), make deposit (if needed)
- Check-in: Fetch booking, update personal information (if needed), update booking information (if needed), make deposit (if needed), make key card, check in
- Key pickup: Fetch booking, make key card, check in
- Checkout: Fetch booking, fetch invoice, make payment (if needed), check out

AVAILABILITY

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SUPPORT

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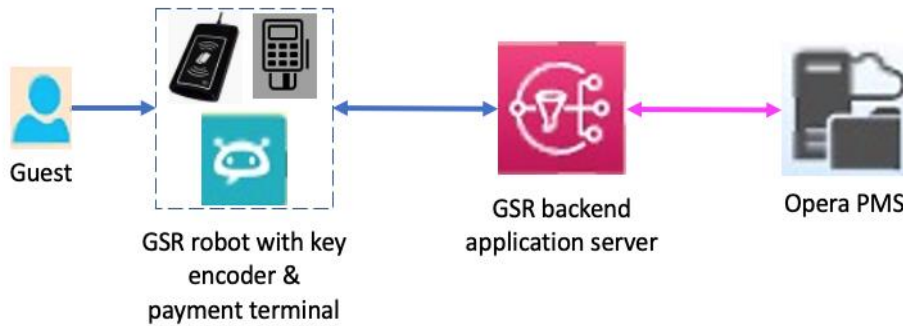


Figure 1. Architecture diagram of the integration between GSR and Oracle Hospitality OPERA

TECHNICAL DETAILS	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> • Guest Services Robot Version 1.1.93 	<ul style="list-style-type: none"> • Oracle Hospitality OPERA 5.6
Product ID (FKT)	Description and Name
<ul style="list-style-type: none"> • OPP_KSK 	<ul style="list-style-type: none"> • Oracle Hospitality OPERA Property Kiosk Interface for Guest Services Robot (GSR) by Blue Pin (HK) Limited
Supported Protocols	
<ul style="list-style-type: none"> • HTTPS, SOAP 	

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 Validated Integration
 Oracle Applications

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