DOWHAT

DOWHAT KIOSK Integration with Oracle Hospitality OPERA 5.6

DOWHAT KIOSK, a smart hotel integrated platform, is based in the cloud and is helping to digitally transform the hotel industry.

COMPANY OVERVIEW

Founded in 2021 and based in Seoul, South Korea, DOWHAT operates as a software-as-a-service provider that provides its clients with a hotel management software platform for self-check-in, smart hotel utility management, and customer data management functions. It also provides a mobile application through which hotel owners can quickly check the facilities and conditions of a room from their mobile devices, as well as provide guests with travel and tourism information in the city they wish to visit. As of 2023, DOWHAT's software services 30 hotels and 8,000 rooms, collaborating with several representative brand hotels in South Korea.

INTEGRATION OVERVIEW

The integration between DOWHAT KIOSK and the Oracle Hospitality OPERA property management system (PMS) allows hotel guests to check in and out using a mobile device or kiosk. Ordering amenities and room service can also be done with a mobile device.

Data goes from DOWHAT KIOSK via a request through Oracle Hospitality OPERA Web Self-Service Cloud Service to Oracle Hospitality OPERA, and it returns to the platform through Oracle Hospitality OPERA Web Self-Service Cloud Service via a response.

INTEGRATION DETAILS

DOWHAT KIOSK, integrated with Oracle Hospitality OPERA PMS, enables the following for:
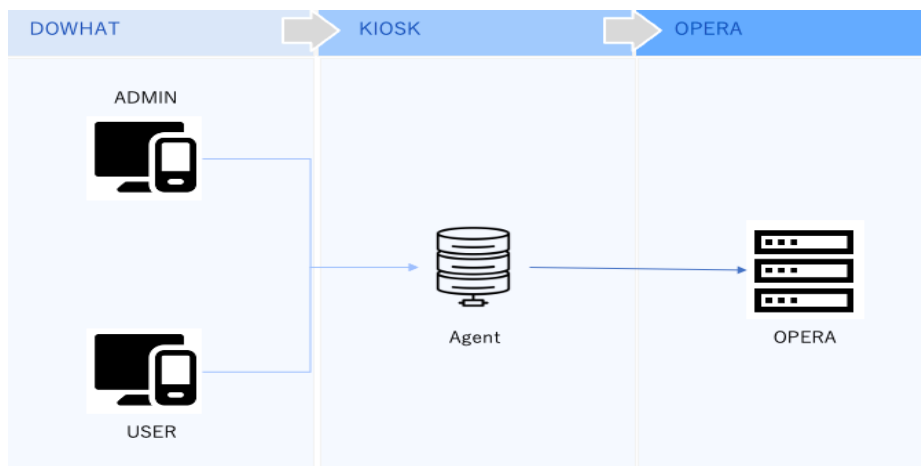
- Employees: By linking indicator information, such as check-in and checkout, employees can check information using their mobile device
- Customers: Checking in and checking out are possible without visiting the front desk through self-check-in and self-checkout
- Customers: They can easily order amenities and room service through their mobile device. The platform supports Payment Gateway payments
- Employees: Customer-requested information is linked to Oracle Hospitality OPERA PMS, so it can be easily checked

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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.

Figure. Architecture diagram of the integration between DOWHAT's KIOSK platform and Oracle Hospitality OPERA

TECHNICAL DETAILS	
Partner Environment	**Oracle Environment**
• DOWHAT KIOSK 1.0	• Oracle Hospitality OPERA 5.6
Product ID (FKT)	**Description and Name**
• OPP_KSK	• Oracle Hospitality OPERA Property Management Kiosk Interface Cloud Service for DOWHAT KIOSK by DOWHAT
Supported Protocols	
• HTTPS and SOAP	

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Oracle Applications