Eurotel Hospitality SA

Esodos Mobile App Integration with Oracle Hospitality OPERA 5.5

Esodos is a mobile app that provides faster, more efficient customer service by leveraging integrations with other systems. It upgrades the customer's engagement level and enriches the hotel's communication channels. Operating as a digital guide, a personalized receptionist, and a personal assistant, Esodos meets the requirements of the most demanding customers while enabling the hotel to communicate directly with its guests.

COMPANY OVERVIEW

Based in Greece, Eurotel Group is a leading IT company with 30 years of experience providing technological solutions to the hospitality and food and beverage (F&B) industries. Eurotel Group products and services are mainly targeted at businesses such as hotels, casinos, restaurants, cafés, catering, nightclubs, theme parks, spas, beauty salons, and sport centers—fully accommodating all their management and security needs, regardless of size.

EUROTEL GROUP OFFERS STATE-OF-THE-ART TECHNOLOGIES AND CERTIFIED SERVICES VIA EUROTEL HOSPITALITY SA, EUROTEL HOSPITALITY CYPRUS, LEADER IT, AND SOUL TAILORS. INTEGRATION OVERVIEW

Esodos integrates with Oracle Hospitality OPERA property management system (PMS) through a middleware application running alongside the PMS. The integration is achieved with the OPERA Web Self-Service Services. The integration enables users of the product to check in and update their profile data in Oracle Hospitality OPERA, as well as other features.

INTEGRATION DETAILS

Esodos runs on the cloud and the communication with Oracle Hospitality OPERA is done via a middleware application running through encrypted communication channels. The main use cases for Esodos—and its integration with Oracle Hospitality OPERA—are as follows:

- **Secure user authentication.** The user can log into Esodos with his contact details or a booking reference from the PMS using secure two-factor authentication.
- **View profile details.** The user can see profile details in Oracle Hospitality OPERA.
- **View future and past reservations.** The user can see past and future reservations.
- **Update user details.** The user can update the details of his profile. This includes the main details, addresses, documents, communication details and privacy options.

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

- **Check in.** The user can check in through Esodos without coming in contact with the reception desk.
- **Managing accompanying guests.** During the check-in process, the user can add and delete accompanies in his reservation as well as update the information and profile details of existing accompanies.
- **View bill.** The user can see the current state of the bill for a specific reservation.
- **Check out.** The user can check out through Esodos without coming in contact with the reception desk.

TECHNICAL DETAILS	
Partner Environment	**Oracle Environment**
• Esodos	• Oracle Hospitality OPERA 5.5 • Oracle Hospitality OPERA Property Kiosk Interface 5.5
Product ID (FKT)	**Description and Name**
• OPP_KSK	• Oracle Hospitality OPERA Property Kiosk Interface for Esodos by Eurotel Hospitality S.A
Supported Protocols	
• HTTPS	

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