H-World Information Technology

HLINK Integration with Oracle Hospitality OPERA 5.6

The purpose of H-World's HLINK solution is to improve the overall operational efficiency of hotels and, thereby, guest satisfaction.

COMPANY OVERVIEW

As a high-tech enterprise hatched from the traditional hotel industry, H-World is committed to providing "innovative, advanced, and reliable" digital solutions and various intelligent software and hardware products for the hotel industry. The company has a technical team that is proficient in the essence of the industry and its business scenarios, and it actively empowers hotels to be efficient in customer acquisition, operations, and management. H-World wants its products to become acceleration engines of digital innovation in the cultural tourism industry, making hotel management easier.

INTEGRATION OVERVIEW

HLINK uses an interface to integrate with Oracle Hospitality OPERA. Included with it are electronic housekeeping, service orders, invoicing, kiosks, and breakfast, which aim to improve operational efficiency and guest satisfaction.

INTEGRATION DETAILS

Integration between Oracle Hospitality OPERA and HLINK uses HTTPS and SOAP APIs. There are two different solutions—one for the hotel staff and the other for hotel guests. Each solution has its own capabilities, and integrated functions and features include:

- E-Housekeeping and E-Service Order: Management of the guest's room status and the service order tracking system can be achieved with a mobile solution.
- E-Invoice: Folio information from the project management system and tax-invoice data management can be obtained.
- E-Kiosk: Hotel guests may complete their reservation, check-in, and checkout processes through self-service solutions.
- E-Breakfast: Hotel restaurant staff may verify and write off breakfast packages in a guest's reservation through a mobile solution.
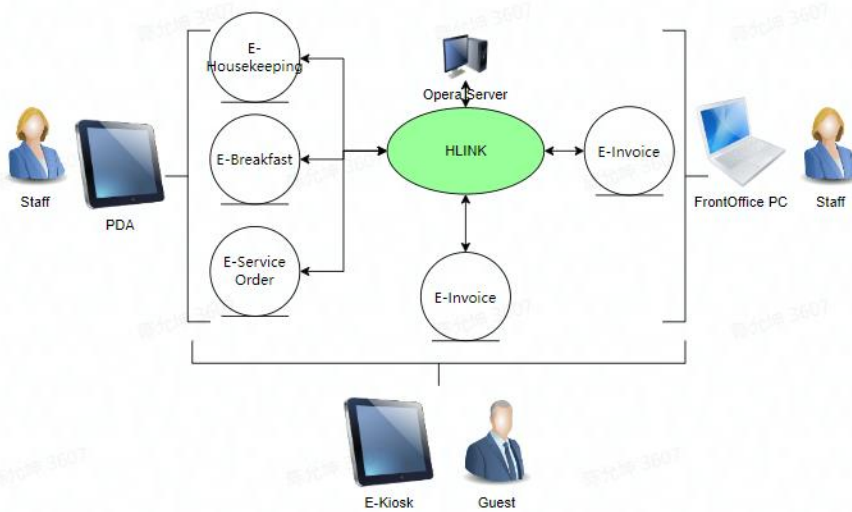
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ORACLE
Validated Integration
Oracle Hospitality

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 HLINK and Oracle Hospitality OPERA

TECHNICAL DETAILS	
Partner Environment	**Oracle Environment**
• HLINK 3.0	• Oracle Hospitality OPERA 5.6
Product ID (FKT)	**Description and Name**
• OPP_KSK	• Oracle Hospitality OPERA Property Management Kiosk Interface for HLINK by H-World Information Technology Co. Ltd.
Supported Protocols	
• HTTPS and SOAP XML	

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Oracle Applications