

# H2O Hospitality

## H2O Digital Transformation Service Integration with Oracle Hospitality OPERA 5.6

The H2O Digital Transformation Service not only provides automation for the hotel and leisure industry, but it also increases guests' accessibility and convenience using tech-based services, with a patented smart door lock and a chatbot messenger app.

### COMPANY OVERVIEW

H2O Hospitality offers the key to true digital transformation for the hospitality industry. As Asia's largest digital transformation leader in the industry, the company is growing fast and expanding its business in 30 major cities in South Korea, Japan, Thailand, Vietnam, and Singapore. In recognition of its technological prowess, it was selected as one of the Forbes Asia 100 to Watch in 2021 and awarded the South Korean prime minister's commendation in 2022. H2O Hospitality also attracted US\$45 million in investment from Kakao Investment, Korea Development Bank, and Samsung Ventures.

### INTEGRATION OVERVIEW

The H2O Digital Transformation Service offers integration between H2O's central reservation system and Oracle Hospitality OPERA property management system (PMS), which replaces an existing manual reservation system with an automated booking procedure for creating and canceling reservations in the Oracle Hospitality OPERA PMS using real-time room inventory and price inquiry.

### INTEGRATION DETAILS

The H2O Digital Transformation Service, integrated with the Oracle Hospitality OPERA PMS, enables the following:

- Real-time room availability, including room price and inventory on the Oracle Hospitality OPERA PMS, can be sent to H2O's central reservation system.
- Reservation information updated on H2O's central reservation system via an online travel agency or chatbot can be sent to the Oracle Hospitality OPERA PMS automatically based on room availability, rate code, and guest information.
- A guest's profile can be fetched to match the existing guest profile in the Oracle Hospitality OPERA PMS and, if it does not exist, will create a new profile.
- A reservation in the Oracle Hospitality OPERA PMS can be generated automatically, based on the guest's information in their profile, while updating the confirmation number and reservation status on H2O's central reservation system.
- If a cancellation is requested on H2O's central reservation system through an online travel agency or chatbot, the request can be sent and the reservation canceled on the Oracle Hospitality OPERA PMS automatically.



2F, 28 Nonhyeon-ro 98gil,  
Gangnam  
Seoul, 06140, South Korea  
Tel.: +82.70.7732.5621  
Fax: +82.2.557.1107  
info@h2ohospitality.io

### 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.

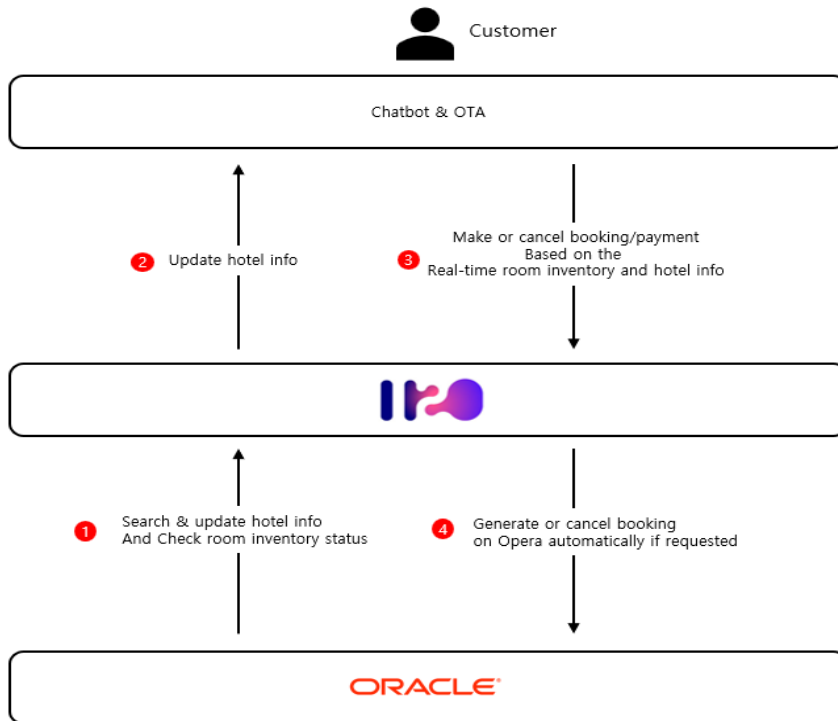


Figure. Architecture diagram of the integration between the H2O Digital Transformation Service and the Oracle Hospitality OPERA PMS

### AVAILABILITY

For additional information about consumer, operational, and enterprise solutions, contact us at:

2F, 28 Nonhyeon-ro 98gil,  
Gangnam

Seoul, 06140, South Korea

Tel.: +82.70.7732.5621

Fax: +82.2.557.1107

Email: [info@h2ohospitality.io](mailto:info@h2ohospitality.io)

### SUPPORT

For technical support, contact:

Tel.: +82.70.7732.5621

Email: [info@h2ohospitality.io](mailto:info@h2ohospitality.io)

[h2ohospitality.io](http://h2ohospitality.io)

TECHNICAL DETAILS	
<b>Partner Environment</b>	<b>Oracle Environment</b>
<ul style="list-style-type: none"> <li>H2O Digital Transformation Service 1.0</li> </ul>	<ul style="list-style-type: none"> <li>Oracle Hospitality OPERA 5.6</li> </ul>
<b>Product ID (FKT)</b>	<b>Description and Name</b>
<ul style="list-style-type: none"> <li>OPW_500</li> </ul>	<ul style="list-style-type: none"> <li>Oracle Hospitality OPERA Web Self-Service Cloud Service for the H2O Digital Transformation Service by H2O Hospitality</li> </ul>
<b>Supported Protocols</b>	
<ul style="list-style-type: none"> <li>HTTPS and SOAP XML</li> </ul>	

## ORACLE

### Validated Integration

#### Oracle Applications

Copyright © 2023, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners. 0123

