

Hotech

Otello Hotel Service Layer Integration with Oracle Hospitality OPERA 5.5

Otello Hotel Service Layer (HSL) enables hotels to connect to guests during their journey—from pre-arrival to post-travel—using cloud and mobile technologies. Otello guest-centric solutions include a guest web portal, instant communication, hotel applications, an econcierge and upsell platform, request and complaint management, guest surveys, online check-in and checkout, collection review, loyalty management, and intelligent marketing with recency, frequency, and monetary (RFM) value modeling for hotels.

COMPANY OVERVIEW

Hotech—a hotel technology ecosystem—develops innovative technologies to help hotels digitally transform. With its collaborative ecosystem and global partnerships, the company offers comprehensive, data-oriented software solutions across the globe. Hotech’s products support all hotel processes, from CRM to finance and sales to cost analysis. In addition to innovative software solutions, Hotech provides a holistic data platform for cloud and mobile solutions that can interface with traditional property management systems (PMS) and other legacy applications. Hotech has offices in Berlin, Istanbul, Cancun, and Antalya.

INTEGRATION OVERVIEW

Otello HSL integrates to Oracle Hospitality OPERA to enhance guest experiences. From booking to post-travel, Otello connects hotels to their guests in three steps:

- **Before arrival:** Otello reads guest reservation and profile information from Oracle Hospitality OPERA and sends guests confirmation and welcome letters that include links to a web panel for updating preferences, service requests, and personal contacts. Guests can also contact hotel employees via chat. Guest profile and reservation changes are written back to Oracle Hospitality OPERA to enable a seamless check-in and hosting process.
- **Upon arrival:** Guests can ask for room services, attractions, and similar services. Event reservations, instant messages, preference updates, complaints, comments, and surveys are self-managed by guests with Otello HSL-based apps. Guests can book their next accommodation, order food and beverage, reserve spa services, or book other services with Otello GuestApp. The booked reservations are made to Oracle Hospitality OPERA through the integration.
- **After checkout:** Hotels can send a “thank you” letter to their guests—which may include an integrated portal review tool, a Net Promoter Score, or guest survey link—to get more feedback about the guest’s experience. Also, all collected guest data is processed to create guest segments, send relevant messages according to preferences, and build loyalty profiles.



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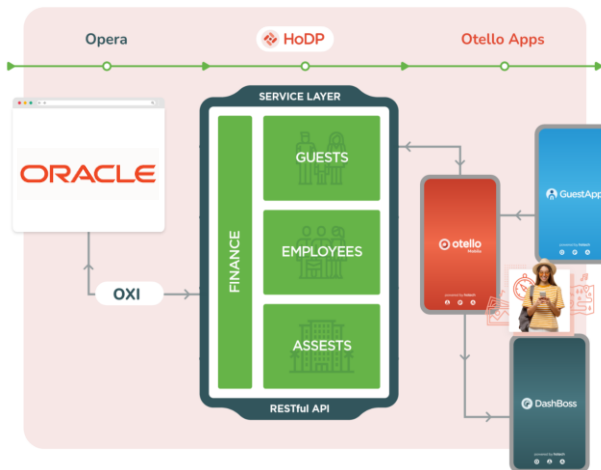
ORACLE Validated Integration Oracle Hospitality

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.

INTEGRATION DETAILS

Otello HSL acts as a bridge between Oracle Hospitality OPERA PMS and guest-centric applications. A microservice with HTTP RESTful architecture reads from and writes to Oracle Hospitality OPERA. The integration provides the following functionality:

- Configuration (item inventory) from OPERA Exchange Interface (OXI)
- Message Request to OXI
- Profile
- Reservation and cancel reservation
- Market code, source code
- Currency code
- Package
- Inventory
- Rate and room type
- Special request code
- Profile insert and update both from and to OXI
- Reservation insert and update both from and to OXI



High-level diagram of the integration between Otello HSL and Oracle Hospitality OPERA

TECHNICAL DETAILS	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> • Otello HSL v1.x 	<ul style="list-style-type: none"> • Oracle Hospitality OPERA 5.5
Product ID (FKT)	Description and Name
<ul style="list-style-type: none"> • OPX_OTELLO 	<ul style="list-style-type: none"> • Oracle Hospitality OPERA OXI Interface for Otello Hotel Service Layer by Hotech
Supported Protocols	
<ul style="list-style-type: none"> • HTTPS 	

ORACLE Validated Integration Oracle Applications

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