

INOBEI, INC.

CESS HTNG Validated Integration with Oracle Hospitality OPERA 5.5



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A service analytics solution empowering hoteliers to achieve high levels of service and guest retention

Guest Experience Software System (CESS) provides the hospitality industry with cutting-edge guest intelligence tools to obtain crucial insights into guests' principal demands and requests as well as the overall service quality received. These insights help hotels create lifelong customers by improving the hotel's reputation, raising guest satisfaction, and increasing revenue.

Company Overview

Founded in January 2015, Inobei, Inc. is a software company focusing specifically on addressing the needs of the global hospitality industry. Its cloud-based solutions provide clients with in-depth insight into the essential requirements their guests by measuring operational efficiency, service efficiency, and guest satisfaction. In addition, Inobei furnishes clients with tools for increasing guest satisfaction and improving reputation.

CESS was created to help hotels develop a deeper understanding of their guests and improve their ability to deliver distinctive experiences that create valuable relationships and lifelong customers.

Integration Overview

CESS 1.0 uses Oracle's Hospitality Technology Next Generation (HTNG) interface to integrate with guest profiles in Oracle Hospitality OPERA 5.5. This enables CESS to integrate the guest profiles throughout the CESS suites of services, resulting in rich analytical data for each hotel guest.



Oracle Hospitality

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

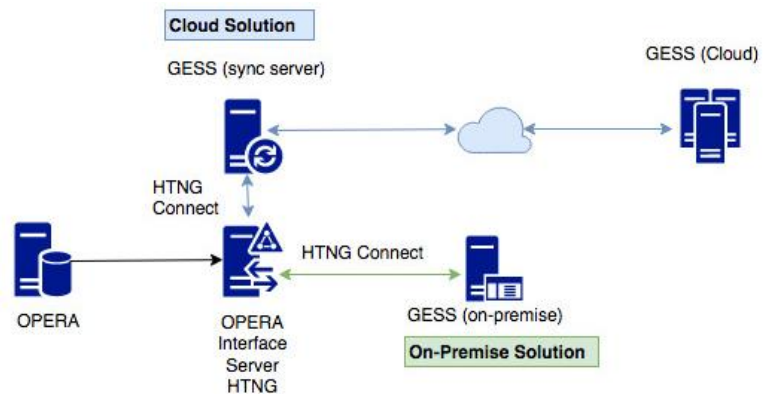


Figure 1. Integration architecture

AVAILABILITY

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Integration Details

Integration for incoming transactions is achieved by configuring Oracle Hospitality OPERA to connect to a GESS endpoint such as `http://<GESS ip>/gess/htng/catch.php`, for example. Integration for outgoing transactions is achieved by configuring GESS to connect to Oracle Hospitality OPERA's HTNG endpoint as seen in Figure 2.

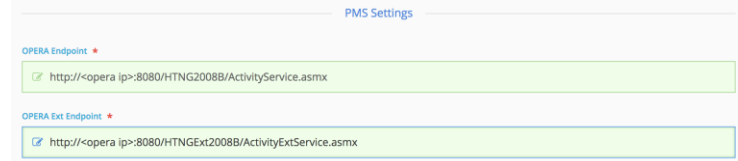


Figure 2. Integration for outgoing connections

- **New Profile:** Used to receive and create a new profile for visitors or guests needing immediate assistance from GESS' mobile app, guest incidents, and rapid response.
- **Update Profile:** Used to receive or update an updated guest profile; primarily used for GESS' guest incidents module.
- **Fetch Profile, Fetch Booked Packages:** Data used for guest analytics for searching and filtering within the GESS platform, generally for reports generation.
- **Fetch Reservation:** Used in GESS' guest concierge service, to monitor arriving VIP or normal guests.
- **Post Payment:** Used to post payments of guests' requests entered in GESS' rapid response module.
- **Fetch Housekeeping Task:** Used to fetch current housekeeping tasks for monitoring in GESS' notification module; generally used for report generation.
- **Fetch and Update Room Status:** Used to change and receive the room statuses from GESS' mobile app or PBX integration.
- **Check-In Updates:** Used to receive updates or details about newly checked-in guests for GESS' guest tracking list; deployed throughout the GESS suite of services.
- **Fetch List Of Values/OPMS Configuration Data:** Data is used for guest analytics and for searching or filtering within the GESS platform.

Technical Details

Environment	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> • GESS 1.0 • Windows XP or higher, Linux, CentOS 6 or higher • Apache 2.0, MySQL, PHP 5.3 or higher 	<ul style="list-style-type: none"> • Oracle Hospitality OPERA 5.5.x • Oracle Hospitality OPERA HTNG Interface
Product ID	
Product ID (FKT)	Description and Name
<ul style="list-style-type: none"> • GESS 1.0 – HTNG Client 	<ul style="list-style-type: none"> • GESS – HTNG provides seamless connectivity in transferring guest data and transactions and room data between Oracle Hospitality OPERA and GESS.
Supported Protocol	
<ul style="list-style-type: none"> • HTNG SOAP 	