LIVERTON TECHNOLOGY GROUP

SmartCheck Validated Integration with Oracle Hospitality OPERA 5.5

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Accessible via a kiosk or an app, SmartCheck delivers a powerful guest automation platform for hotel operators

SmartCheck provides modern, self-service kiosks for guest check-in and checkout as well as a cross-platform, mobile application that delivers the same convenient features.

Liverton Technology Group
Level 3
12 Heather Street
Parnell, 1052
Auckland
New Zealand
Tel.: +64.4.931.9320
liverton.com

Company Overview:

Headquarted in Auckland, New Zealand, Liverton Technology Group offers a range of cutting-edge, high-quality products for the global hospitality and enterprise markets. The company focuses on bringing new technology to hospitality operators and improving the guest experience. A global company, Liverton also has offices in Australia and Hong Kong, with clients across the globe, including some of the biggest hotel chains in the world..

Integration Overview:

SmartCheck streamlines the travel experience, eliminates wait time, and brings modern technology to hotel operators and guests. SmartCheck brings the convenience and functionality of self-service kiosks to your hotel guests by enabling guests to quickly check in and out, make payments, and receive room keys without having to wait in long lines. SmartCheck's mobile app provides the same convenient features available via the kiosks in a multiplatform, mobile experience. With SmartCheck, you can give your travelers the ability to streamline their stay by skipping check-in and checkout queues and going straight to their room.

SmartCheck integrates with Oracle Hospitality OPERA via OPERA Web Services (OWS) to provide a seamless guest experiences from start to finish and can be deployed either on premises or via the cloud. For more information, visit smartcheck.liverton.com or youtu.be/4v1KbOGtRsQ.

Integration Details

SmartCheck integrates with Oracle Hospitality OPERA using OPERA Web Services (OWS) to provide an automated check-in and checkout experience for hotel guests.

Key features of the platform include:

ORACLE®

Validated Integration

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.

- **Check-in and checkout:** Fully automated check-in and checkout for existing reservations using SmartCheck kiosks at the hotel or by using the SmartCheck mobile app prior to arrival.
- **Walk-in reservations of create bookings:** Create bookings onsite with SmartCheck kiosks or in advance of arrival via the SmartCheck mobile app.
- **Room keys:** Issue physical magnetic or RFID room keys via SmartCheck kiosks.
- **Digital room keys:** Issue digital room keys via the SmartCheck mobile app.
- **Guest upsell:** Upsell packages and rooms.
- **Ancillary Revenue:** Ability to sell additional ancillary services like spa treatments, restaurants, ferry/transport ticketing.
- **Chatbot:** Speak directly with hotel staff over an automated messaging platform.
- **Update guest information:** Edit and capture guest information such as country code, email, and phone number for better communication post-stay.
- **Security deposit and preauthorization:** Guests can be preauthorized or charged a deposit to protect your hotel and secure their booking.
- **Bill payment:** Guests can settle remaining bill amounts via credit card, mobile payment platforms—such as Alipay and Google Pay—or via cash.
- **Guest preregistration:** Guests can preregister and confirm their details before arriving at the hotel.

SmartCheck features can be accessed via a range of kiosks or mobile app.

Technical Details

Environment	
Partner Environment	**Oracle Environment**
• SmartCheck	• Oracle Hospitality OPERA 5.5 • OPERA Web Services 5.1

Product ID	
Product ID (FKT)	**Description and Name**
• OPP_KSK • OPW_500	• Oracle Hospitality OPERA Kiosk Interface for Liverton SmartCheck • Oracle Hospitality OPERA Property OWS Interface

Supported Protocol
• Oracle Hospitality OPERA Web Services HTTPS XML Request