NITTO TELECOMMUNICATIONS

Multilingual Information System for Hotel Guestrooms Validated Integration with Oracle Hospitality OPERA 5.5

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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.

Provide information to guests and improve guest room management.

Multilingual Information System for Hotel Guestrooms uses an Android tablet installed in guest rooms to enhance communication between guests and the front desk, regardless of native language.

Company Overview

Nitto Telecommunications provides complete system solutions for telephone, computer, radio, and IP networks as well as the programs that control them.

Integration Overview

Multilingual Information System for Hotel Guestrooms consists of an Android tablet installed in a hotel guest room and a tablet PC used by hotel staff.

Hotel guests can use the Android tablet application to acquire information about the hotel or request room service using their native language. The product also has functions to support additional communication between guest rooms and hotels, such as sending a message from the front desk to the guest room or changing the room sign from "please service room" to "do not disturb."

The integration includes the following:

- After receiving the guest's name and information from the Oracle Hospitality OPERA property management system (PMS), the user of Multilingual Information System for Hotel Guestrooms will accurately manage the guest information.
- With Multilingual Information System for Hotel Guestrooms, guests can present room signs such as "do not disturb" on the application. The housekeeping staff can view this information. When the room is clean, housekeeping updates the room status on the Android tablet and the room status is sent to Oracle Hospitality OPERA PMS.
- Using Multilingual Information System for Hotel Guestrooms, guests can request room service. By sending room service orders and bills to Oracle Hospitality OPERA, hotel staff can reduce accounting time.

Integration Details

The integration supports the following functionality:

- Check in, check out, and database resync
- Guest information change
- Room status update with maid ID

- Do not disturb
- Room posting
- Night audit
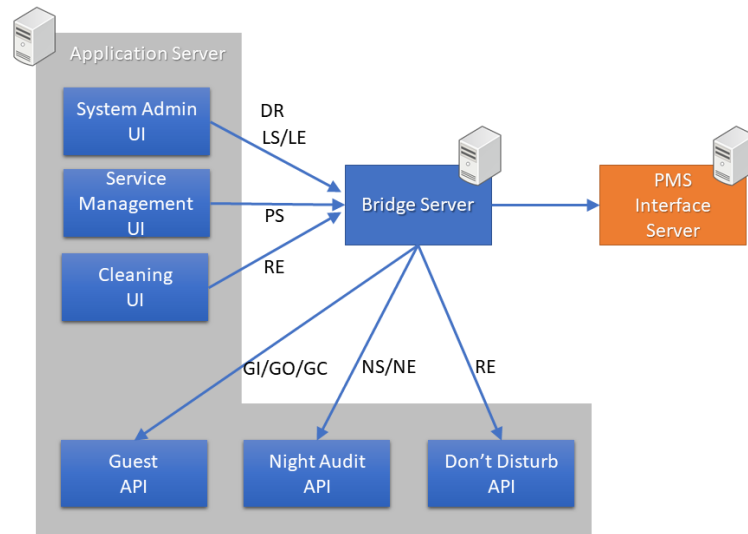

Figure 1. Architecture diagram of validated integration between Multilingual Information System for Hotel Guestrooms and Oracle Hospitality OPERA

Technical Details

Environment	
Partner Environment	**Oracle Environment**
• Multilingual Information System for Hotel Guestrooms Version 1.0.0	• Oracle Hospitality OPERA 5.5 • Oracle Hospitality Interface IFC8 8.10.2.20 • Fidelio Interface Application Specification (FIAS) 2.20.20

Product ID	
Product ID (FKT)	**Description and Name**
• IFC_MSC / FIAS_MSC	• Oracle Hospitality OPERA MSC Interface for Multilingual Information System for Hotel Guestrooms - Nitto Telecommunications Co., Ltd.

Supported Protocol
• FIAS via TCP/IP

AVAILABILITY

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SUPPORT

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