OTRUM AS

Otrum Enterprise
Validated Integration with
Oracle Hospitality OPERA 5.5

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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.

Otrum Enterprise: A future-proof, cloud-based interactive IPTV solution

Otrum Enterprise is a leading in-room IPTV solution, providing functionality, stability, and ease of use. It operates across multiple platforms including hospitality TVs and mobile smart devices.

Company Overview

For more than 30 years, Otrum has created innovative guest-centric software for the hospitality industry. Today, Otrum provides hosted software solutions, operating across multiple platforms including hospitality TVs, professional signage displays, and mobile smart devices. Otrum's interactive TV, digital signage, and guest content casting solutions are used by major hotel chains and signature independent hotels. The solutions are available through Otrum's network of strategic partners in Europe, the Middle East, Africa, and Central Asia.

Integration Overview

Otrum Enterprise integrates seamlessly with Oracle Hospitality OPERA property management system (PMS) via TCP/IP, enabling a smooth guest experience throughout the journey. The integration facilitates delivery of a personalized, welcome message at check-in all the way to a fully automated checkout process via the TV. Housekeeping features are also enabled to allow room-status changes, minibar postings, and more via the TV or mobile applications.

The interface is bi-directional. Otrum Enterprise will receive notifications of guest updates from Oracle Hospitality OPERA PMS, and it will post back updates as needed.

Integration Details

The interface between Otrum Enterprise and Oracle Hospitality OPERA enables the following:

- Receive guest-based check-in and checkout information from Oracle Hospitality OPERA PMS as soon as the actions are performed.
- Receive a notification from Oracle Hospitality OPERA PMS whenever a checked-in guest changes departure date, guest name, or language.
- Request to Oracle Hospitality OPERA PMS, or receive from the PMS, database resync commands to refresh the house occupancy status on the vendor system.

- Receive every text message as soon as it is entered into Oracle Hospitality OPERA PMS.
- Set message status to "Received" in Oracle Hospitality OPERA PMS
- Receive a notification from Oracle Hospitality OPERA PMS whenever a guest requests not to be disturbed.
- Set room status in Oracle Hospitality OPERA PMS to clean, dirty, inspected (vacant or occupied).
- Change TV rights from Oracle Hospitality OPERA PMS.
- Set or clear a wake-up call, both to and from Oracle Hospitality OPERA PMS.
- Update the wake-up call status into Oracle Hospitality OPERA PMS.
- Request for the guest folio with detailed items to Oracle Hospitality OPERA PMS.
- Perform remote checkout.
- Receive a notification from Oracle Hospitality OPERA PMS when rolling the business date (NightAudit Start/Stop).
- Post charges to the room by total amount (multiple revenue centers allowed).
- Post minibar charges to the room by total amount or by article.

Technical Details

Environment	
Partner Environment	**Oracle Environment**
• Otrum Enterprise Version 5.6	• Oracle Hospitality OPERA 5.5 • Oracle Hospitality Interface IFC8 8.13.0.0 • Fidelio Interface Application Specification (FIAS) 2.20.22
Product ID	
Product ID (FKT)	**Description and Name**
• VSS / FIAS_VSS	• Oracle Hospitality OPERA VSS Interface for Otrum Enterprise by Otrum AS
Supported Protocol	
• FIAS via TCP/IP	