PRO IT OÜ

HotelBuddy Integration with Oracle Hospitality Suite8

Hotelbuddy is a progressive web application that offers a comprehensive list of solutions for fully digitizing the hotel guest journey and automating hotel operations.

COMPANY OVERVIEW

Hotelbuddy Technology OU, a subsidiary of PRO IT OU, is an Estonian company founded in 2020 to offer hotels a comprehensive solution to digitize services and offer a range of contactless services to guests such as online check in, online payment, digital key, chat, online upselling, device casting, and room service. Hotelbuddy also offers online tools for housekeeping and maintenance operations as well as a reputation module that enables hotels to create feedback surveys and manage their online reputation. In addition to software, Hotelbuddy also offers full technical support, installation, and maintenance of the required technical infrastructure and hardware—including the IoT network, door lock modules, and casting devices.

INTEGRATION OVERVIEW

Hotelbuddy has developed a tool for housekeeping that enables the hotel to manage housekeeping tasks digitally. The housekeeping module includes management of housekeeping activities such as room inspection, cleaner allocation, task management, minibar posting, problem reporting, chat, room status changing, and information management. To enhance the housekeeping functionality, Hotelbuddy is integrated with Oracle Hospitality Interface IFC8 and Fidelio Interface Application Specification (FIAS).

INTEGRATION DETAILS

The interface enables the hotel to set the room status in Oracle Hospitality Suite8 property management system to clean, dirty, or inspected and vacant or occupied.

HotelBuddy

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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.
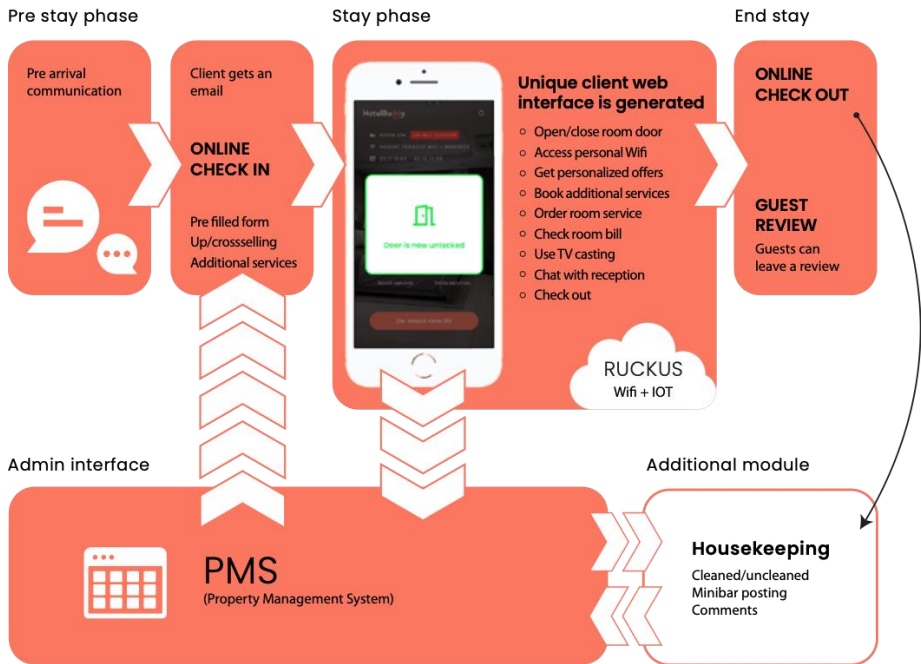
Hotelbuddy – Information journey

Figure 1. HotelBuddy architecture diagram

TECHNICAL DETAILS	
Partner Environment	**Oracle Environment**
• HotelBuddy Version 1.0	• Oracle Hospitality Suite8 8.13.3.1 • Oracle Hospitality Interface IFC8 8.14.9.0 • Fidelio Interface Application Specification (FIAS) 2.20.24
Product ID (FKT)	**Description and Name**
• FIAS_MSC	• Oracle Hospitality Fidelio Suite8 MSC Interface for HotelBuddy by PRO IT OÜ
Supported Protocols	
• FIAS via TCP/IP	

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