PRO IT OÜ
Hotelbuddy Integration with Oracle Hospitality OPERA 5.6

Hotelbuddy is a progressive web application that offers a comprehensive list of solutions for digitization of the hotel-guest journey and automation of hotel operations.

COMPANY OVERVIEW

Hotelbuddy Technology is an Estonian company that was founded in 2020 to offer hotels a comprehensive solution for digitizing their services and offer to their guests a range of contactless services, such as online check-in, online payment, digital key, chat, online extra sales, device casting, and room service. Hotelbuddy Technology also offers online tools for operations, such as housekeeping and maintenance modules as well as a reputation module. In addition to software, Hotelbuddy offers full technical support and installation and maintenance of required technical infrastructure and hardware (for example, an IoT network, door lock modules, and casting devices).

INTEGRATION OVERVIEW

The Hotelbuddy web application integrates with Oracle Hospitality OPERA to provide online solutions for hotels and their guests, using a web-based front end. Before their stay, guests can fill in registration forms, order extra services, upgrade their rooms, chat with hotel staff, and use online payment services. During their stay, guests can use Hotelbuddy to cast their devices to their TV, check their room bill, order extra services and room service, and chat with the staff. At the end of their stay, they can check out and pay securely using the solution.

Hotels are provided with their own web-based administrative tool, where they can manage guest profiles, orders, and requests and create sales inventory and campaigns, as well as handle internal tasks for managing operations. The application also provides a tool for hotels to create feedback surveys and manage their online reputation.

INTEGRATION DETAILS

Integration between Hotelbuddy and the Oracle Hospitality OPERA property management system (PMS) enables the following:

- Retrieve and update reservation details and create or cancel reservations.
- Retrieve and update a guest's profile and add or delete accompanying guests.
- Retrieve available rooms and room statuses.
- Retrieve the interface setup for Oracle Hospitality OPERA for room types, room status, system date, system information, and countries.
- Retrieve web availability for creating future reservations.
- Assign a room to a reservation, or release a room from a reservation.
- Check in a reservation, and check out a reservation.
- Apply postings and payments from an external payment provider to a reservation.
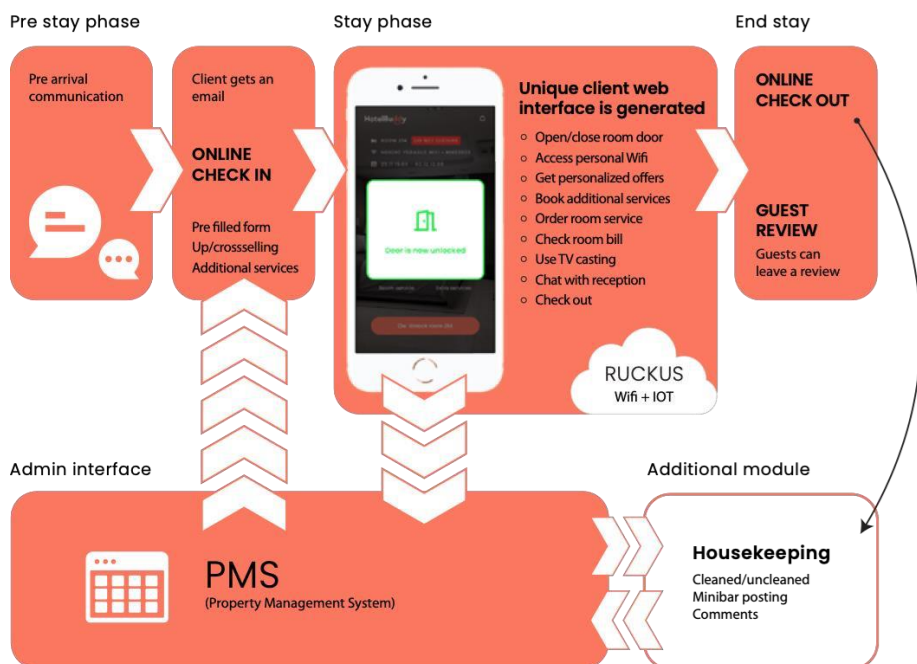
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ORACLE
Validated Integration
Oracle Hospitality

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

- Retrieve the folio details and invoices of a reservation.

Hotelbuddy – Information journey

Figure 1. Hotelbuddy architecture diagram

TECHNICAL DETAILS	
Partner Environment	**Oracle Environment**
• HotelBuddy 1.0	• Oracle Hospitality OPERA 5.6
Product ID (FKT)	**Description and Name**
• OPW_500	• Oracle Hospitality OPERA Web Self-Service Cloud Service for HotelBuddy by Pro IT OU
Supported Protocols	
• HTTPS	

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