

# RACOS SYSTEM

## MyCONNECT Integration with Oracle Hospitality OPERA 5.6

RACOS' MyCONNECT is a contactless, touchless, single-unit solution that enables personalized, self-service guest journeys via guests' mobile phone devices. MyCONNECT reduces redundant investment and maintenance costs as well as management and operational inefficiencies by acting as the security control, room entry, and energy management system for hotels and resorts.

### COMPANY OVERVIEW

Founded in 1997, RACOS System Co., Ltd. provides a radio frequency (RF) card key system and a hotel room control system that delivers convenience and efficiency for hotel administrators. In addition, the company recently launched the MyCONNECT mobile app.

With a leading share of the market, the company focuses on quality improvement by continuously developing its technology and professional manpower. RACOS seeks to build the best systems to meet the evolving and growing needs of the hospitality industry.

### INTEGRATION OVERVIEW

Through the validated integration with Oracle Hospitality OPERA property management system (PMS), MyCONNECT enables self-service, unassisted check-in and checkout for hotel guests. The MyCONNECT mobile application also enables interactive chat with hotel staff during a guest's stay at the hotel. It also provides keyless door lock and room control, optimizing and streamlining the guest experience.

### INTEGRATION DETAILS

The integration enables the following capabilities:

- Locate the reservation by last name and confirmation number, membership number, central reservation system (CRS) number, or online travel agent (OTA).
- Select room preference, such as floor level, corner room, proximity to elevator, and more.
- Select package details such as breakfast, free internet, parking, and more.
- Check in from remote locations with a mobile device.
- Check in without any paper.

## RACOS

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## ORACLE

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.

- Charge for mini bar articles at checkout.
- Remotely modify certain profile details such as phone, email, and more.
- Check out from remote locations with a mobile device.
- Enable walk-in reservations.
- Enable future reservations and bookings.
- Change room status via staff's mobile devices.

The RACOS payment gateway in MyCONNECT accepts payments from guests who are performing a walk-in or in-house check-in or checkout. It posts these payments to Oracle Hospitality OPERA PMS accordingly.

**AVAILABILITY**

Email: [sales@racosys.com](mailto:sales@racosys.com)

**SUPPORT**

Tel.: +82.2.2233.5117

Email: [MyCONNECT@racosys.com](mailto:MyCONNECT@racosys.com)

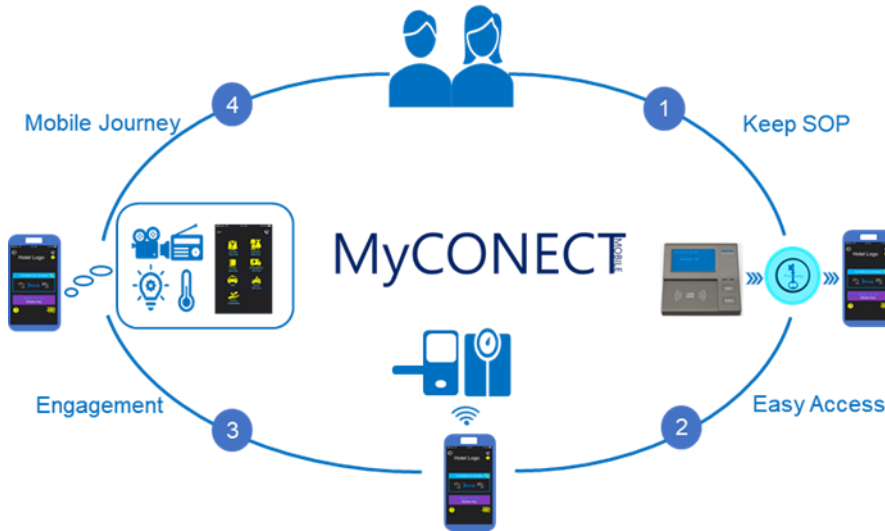


Figure 1. Customer interaction with the MyCONNECT mobile app.

TECHNICAL DETAILS	
<b>Partner Environment</b>	<b>Oracle Environment</b>
<ul style="list-style-type: none"> <li>• RACOS MyCONNECT 3.1</li> </ul>	<ul style="list-style-type: none"> <li>• Oracle Hospitality OPERA 5.6</li> </ul>
<b>PRODUCT ID (FKT)</b>	<b>DESCRIPTION AND NAME</b>
<ul style="list-style-type: none"> <li>• OPW_500</li> </ul>	<ul style="list-style-type: none"> <li>• Oracle Hospitality OPERA Web Self-Service for MyCONNECT by RACOS</li> </ul>
<b>SUPPORTED PROTOCOLS</b>	
<ul style="list-style-type: none"> <li>• HTTPS</li> </ul>	

**ORACLE**  
Validated Integration  
Oracle Applications

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