

RoomOperations

RoomOperations Engage Advanced Integration with Oracle Hospitality OPERA 5.5

RoomOperations Engage Advanced helps hotels to streamline guest stays. With it, guests can manage their own bookings, make reservations, and access contactless check-in and checkout. Hotels can promote and upsell offers via the guests' mobile phones or the RoomOperations kiosk. RoomOperations Engage Advanced creates a communication channel for guests to interact with staff and, at the same time, reduces operational costs while increasing revenue.



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COMPANY OVERVIEW

RoomOperations is an Australian-based SaaS company providing state-of-the-art, cloud-based hotel operations and guest management software services for the hospitality industry. The company provides a smarter way for hotels to manage guests and hotel operations. RoomOperations key customers include resorts and hotel chains from Europe to the Middle East to Asia.

INTEGRATION OVERVIEW

RoomOperations Engage Advanced interfaces with Oracle Hospitality OPERA via OPERA Web Services (OWS), enabling a two-way data exchange. The integration helps hotels deliver a personalized guest stay and increase revenue.

INTEGRATION DETAILS

The integration between RoomOperations Engage Advanced and Oracle Hospitality OPERA property management system (PMS) enables the following features:

- Search, create, modify, and cancel reservations.
- Access pre-check-in.
- Add or update packages and retrieve booked packages.
- Assign rooms and upsell reservations.
- Check in and check out.
- Post charges to room, retrieve room invoices, and make payments. Payments require a credit terminal or payment gateway.
- Make walk-in reservations.
- Insert a signed copy of the guest registration card into Oracle Hospitality OPERA as reservation attachment.
- Create future reservations, retrieve available packages, and retrieve available items.
- Create, search and edit profiles.
- Update ID or passport number and date of birth.

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.

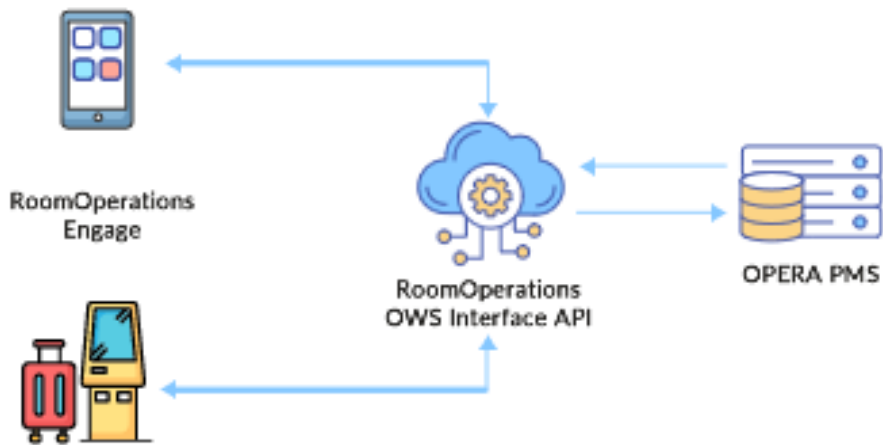


Figure 1. High-level architecture of the integration between RoomOperations Engage Advanced and Oracle Hospitality OPERA.

AVAILABILITY

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SUPPORT

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TECHNICAL DETAILS	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> RoomOperations Engage Advanced 2.0 	<ul style="list-style-type: none"> Oracle Hospitality OPERA 5.5
Product ID (FKT)	Description and Name
<ul style="list-style-type: none"> OPW_500 	<ul style="list-style-type: none"> Oracle Hospitality OPERA Web Self-Service Interface for RoomOperations Engage Advanced by RoomOperations
Supported Protocols	
<ul style="list-style-type: none"> HTTPS - OWS V5.1 	

ORACLE

Validated Integration

Oracle Applications

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