

TINK LABS LIMITED

handy Smartphone Operating System Validated Integration with Oracle Hospitality OPERA 5.5



TINK LABS

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ORACLE

Validated Integration

Oracle Hospitality

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.

Harnessing the power of Internet of Things (IoT) technology to deliver better, more intuitive experiences for guests and hotels

handy brings game-changing IoT solutions to the hospitality world, offering an all-in-one service specifically designed for hotels and travelers. With the integration between handy and Oracle Hospitality OPERA property management system (PMS), hotels can streamline operations and further personalize guest service.

Company Overview

Tink Labs Limited is one of the largest and fastest-growing startups in Hong Kong. Its pioneer product, handy, is a revolutionary Internet of Things (IoT) solution designed to uplift ancillary revenue and guest satisfaction while driving better cost efficiencies for hoteliers. For travelers, it is a complimentary amenity that provides an in-room guest services platform to interact with hotels and enable a hassle-free travel experience.

Integration Overview

The handy Smartphone Operating System Version 6 allows hotels to streamline operations across the property by sharing the guest information. With it, hotels can enhance their processes to boost operational and service efficiency. In addition, hotels can offer personalized guest experiences to increase revenue and loyalty.

The integration between handy Smartphone Operating System and Oracle Hospitality OPERA, via Oracle Hospitality's IFC8 web integration interface, enables both applications to share information and thereby enhance the guest experience.

Integration Details

The integration supports the following functionality:

- Basic guest information exchange from Oracle Hospitality OPERA to handy during:
 - Check in, check out, room moves, and database resyncs
 - Guest information change
- Night audit notification
- Room status update
- Wake up calls
- Simple charge posting
- Minibar posting by article

AVAILABILITY

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SUPPORT

For more information:
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- Folio review and remote check out
- Extended guest message function:
 - Message lamp

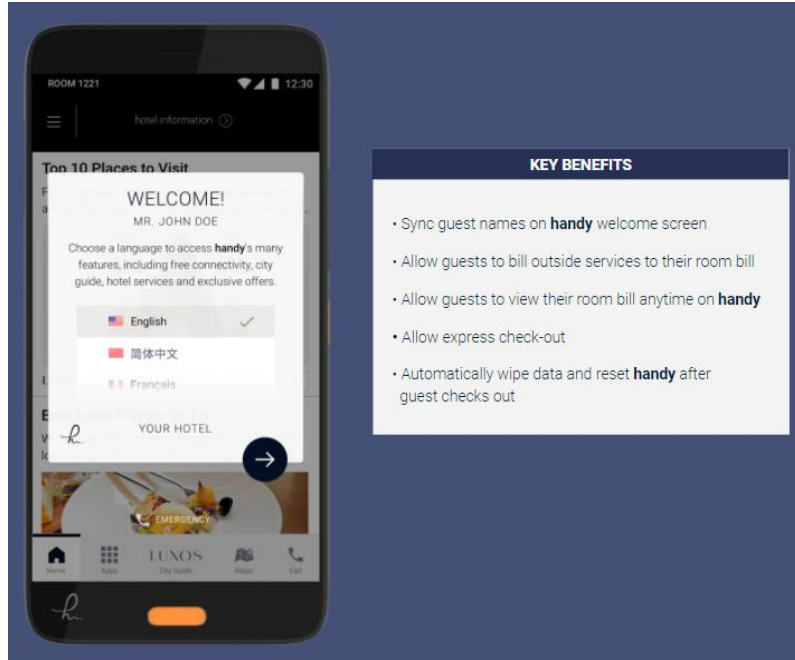


Figure 1. Accessible via an app for mobile devices, handy delivers benefits directly to guests and hotels.

Technical Details

Environment	
Partner Environment <ul style="list-style-type: none"> • Handy Smartphone Operating System Version 6 	Oracle Environment <ul style="list-style-type: none"> • Oracle Hospitality OPERA 5.5 • Oracle Hospitality Interface IFC8 8.10.2.20 • Fidelio Interface Application Specification (FIAS) 2.20.15
Product ID	
Product ID (FKT) <ul style="list-style-type: none"> • IFC_HDY / FIAS_HDY 	Description and Name <ul style="list-style-type: none"> • Oracle Hospitality OPERA WWW Interface for Handy Smartphone Operating System by Tink Labs Limited
Supported Protocol	
<ul style="list-style-type: none"> • FIAS via TCP/IP 	



Validated Integration

Oracle Applications

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