VGEM TECHNOLOGY

VGEM-VOD Validated Integration with Oracle Hospitality OPERA 5.5

Complete in-room multimedia hospitality services for hotels

The VGEM-VOD system provides in-room video services for hotel guests, including billing information, guest messages, travel and tourist information, room information and services, transportation information, in-room equipment control, shopping, and more.

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Company Overview

VGEM Technology Inc. is a services company specializing in hotel hospitality. A leading technology company in Taiwan's hotel industry, VGEM's core competence lies in digital television technology and middleware solutions. The company provides the high quality in-room video and multimedia services for hotel customers in Taiwan. With a complete video solution, VGEM can also integrate the movie video and TV head-end system with a hybrid, high-speed network connection for in-room multimedia services. With high quality video applications that provide services such as billing, guest messages, tourist information, and in-room climate control, the VGEM-VOD system helps hotels provide a complete in-room video and multimedia solution for guests.

Integration Overview

VGEM-VOD system integrates with Oracle Hospitality OPERA property management system (PMS) to provide in-room hospitality information. Using Oracle Hospitality OPERA's IFC8 interface, VGEM-VOD can communicate with the PMS system using Oracle's Fidelio Interface Application Specification (FIAS) protocol. As a result of the integration, hotel guests can access their guest information via their in-room TV. This functionality enables guests to easily browse their consumption details during their stay at the hotel.

Integration Details

The integration supports the following functionality:

- Check in, check out, and database resync
- Guest information
- Folio review
- Guest messages, both online and by request

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.

VGEM-VOD System vs Oracle PMS Integration Architecture Overview

AVAILABILITY

Sales and technical services are available at:

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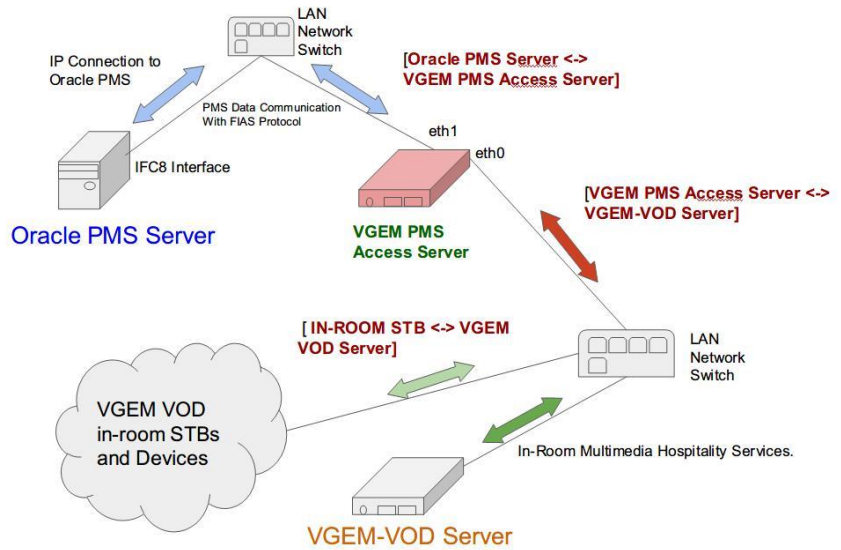Email: vgemtech@gmail.com

SUPPORT

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Figure 1. Architecture overview of the VGEM-VOD system integration with the Oracle Hospitality OPERA PMS server (labelled as Oracle PMS server in Figure 1).

Technical Details

Environment	
Partner Environment	**Oracle Environment**
• VGEM-VOD Version 1.0	• Oracle Hospitality OPERA 5.5 • Oracle Hospitality Interface IFC8 8.10.2.20 • FIAS 2.20.15

Product ID	
Product ID (FKT)	**Description and Name**
• IFC_VSS / FIAS_VSS	• Oracle Hospitality OPERA VSS Interface for VGEM-VOD - VGEM Technology Inc

Supported Protocol
• FIAS via TCP/IP

ORACLE
Validated Integration
Oracle Applications