

ZAPLOX

Zaplox Hospitality Framework Validated Integration with Oracle Hospitality OPERA 5.5

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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.

Zaplox Hospitality Framework enables a full mobile guest journey.

A full integration between Oracle Hospitality OPERA property management system (PMS) and Zaplox's guest-facing mobile apps enables your hotel to provide check-in, upgrades, keys, and checkout—all via your guests' smartphone devices.

Company Overview

Founded in 2010 at Ideon Science Park in Lund, Sweden, Zaplox is a leading provider of advanced, mobile key services to the global hotel market. Zaplox operates around the world, offering the hospitality industry a turnkey platform, including a mobile key app or software development kit (SDK) for managing the guest experience based on a secure and efficient mobile key system. The Zaplox solution works on all major smartphone platforms, supports all major hotel door locks and hotel systems, and can replace or coexist with all current keycard technologies. The solution has been in commercial use since 2011, logging more than 1.5 million guest nights. With operations in Europe and North America, Zaplox offers flexible, customer-oriented support.

Integration Overview

The Zaplox Hospitality Framework is a core component in the Zaplox mobile key services platform. A full integration to Oracle Hospitality OPERA PMS enables a complete mobile guest journey both in the Zaplox guest-facing mobile apps and companion services.

Integration Details

The validated integration supports core functionality in Oracle Hospitality OPERA such as lookup and modification of reservations and guest profiles, as well as advanced tasks such as check-in, folio management and checkout. Built upon this functionality, the Zaplox Hospitality Framework offers an automated, seamless guest journey.

A typical scenario is a guest-facing mobile app where users—hotel guests—can look up their existing hotel bookings. The guests can update their profile information, request room assignment, and check-in to the hotel. Based on reservation room information Zaplox can issue a mobile key. During the stay, the guest can view their reservation folio and buy items that are posted to their folio. On the day of departure, the guest can finish the checkout process by reviewing and settling the bill and finally checking out against Oracle Hospitality OPERA PMS.

AVAILABILITY

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SUPPORT

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Technical Details

Environment	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> Zaplox Hospitality Framework 3.1 	<ul style="list-style-type: none"> Oracle Hospitality OPERA 5.5.x
Product ID	
Product ID (FKT)	Description and Name
<ul style="list-style-type: none"> OPP_KSK 	<ul style="list-style-type: none"> Oracle Hospitality OPERA Kiosk Interface
Supported Protocol	
<ul style="list-style-type: none"> Oracle Hospitality OPERA Web Services 5.1 	