Innovative Solutions for the Global Cruise Industry

Setting sail creates unique challenges for customers looking for a comprehensive cross-fleet hospitality software solution. Oracle Hospitality Cruise software improves the operational efficiency of cruise vessels, river vessels, ferry vessels, and super yachts. The product portfolio includes property, fleet, human resources (HR), and materials management capabilities. In addition, its support of mobile technologies enables your cruise line to deliver exceptional guest experiences and keep cruise enthusiasts returning to your ship time and again.

The Oracle Hospitality Cruise Product Portfolio

The Oracle Hospitality Cruise product portfolio includes the following products and modules:

» Oracle Hospitality Cruise Shipboard Property Management System
» Oracle Hospitality Cruise Fleet Management
» Oracle Hospitality Cruise Fleet Management Reservations Online
» Oracle Hospitality Cruise Materials Management
» Oracle Hospitality Cruise Dining Room Management
» Oracle Hospitality Cruise Crew Management
» Oracle Hospitality Cruise Smart for Mobile Devices
» Point of sale (POS)
  » Oracle Hospitality Simphony Point-of-Sale
  » Oracle Hospitality Cruise Retail Point of Sale

Out-of-the-box interfaces enable Oracle Hospitality Cruise Shipboard Property Management System to access the following types of applications:

» Shoreside reservations systems
» Door-locking systems
» Telephone systems and interactive TV
» HR systems
» Customs and Border Protection’s Advance Passenger Information System for US, Malaysia, and the Panama Canal
» General ledger systems
» Online and offline credit card processing

“Oracle demonstrates its commitment to efficient and effective cruise management by continuously monitoring and enhancing existing products and systems. Our goal is to innovate and provide solutions to the growing industry that streamline complex operations, enhance service levels, maximize revenues, and minimize waste.”

ANTONIUS HEUER
SALES VP, GLOBAL CRUISE BUSINESS
ORACLE

MAKE IT CONVENIENT FOR GUESTS TO FIND INFORMATION

Oracle Hospitality Cruise Web Service enables third-party systems—including telephone systems and interactive TV—to access Oracle Hospitality Cruise Shipboard Property Management System.
Shipboard Property Management

Oracle Hospitality Cruise Shipboard Property Management System provides cruise operators with scope to handle individual guests, groups traveling together, temporary visitors, and the ship’s crew and staff.

Starting at check-in, Oracle Hospitality Cruise Shipboard Property Management System simplifies all passenger and crew handling procedures by managing all relevant personnel information—including photographs—on the central database. Loyalty program numbers, emergency or temporary contact details, cabin numbers, complaints, and comments are all stored centrally in the database.

Guest information in Oracle Hospitality Cruise Shipboard Property Management System is stored centrally for easy profile access.

Key features of Oracle Hospitality Cruise Shipboard Property Management System include the following:

» Complete guest, crew, visitor, and group handling
» Fast check-in with offline functionality
» Gangway security
» Comprehensive safety and security systems
» Central cashless accounting with invoicing and credit card handling for both batch and online modes
» Scanning and processing of guest surveys and comment cards
» Special request and amenity handling
» Gift card functionality
» Dining room management
» Support for package plans
» Spa administration
» Shore excursion handling, whether prepaid or booked onboard
» Support for onboard event tickets
» Casino integration
» Detailed listing of crew activity, safety courses and certificates, medical exam records, crew effects, and payroll
» Mobile mustering
Efficiency and Highest Service Standards

Oracle Hospitality Cruise Shipboard Property Management System has been specifically designed to increase efficiency and enable cruise operators to provide the very best standards of service while maximizing onboard revenue generation. Constantly refined and updated, with integrated and standalone modules developed for new applications, Oracle Hospitality Cruise Shipboard Property Management System offers a reliable guest and crew database with exceptional functionality.

Creation of Onboard Cards

Produced for each guest, visitor, and crew member from the central database, the onboard card includes a unique and encoded guest identity number, with photographs stored centrally in compliance with security requirements.

Streamlined Check-In

The check-in module of Oracle Hospitality Cruise Shipboard Property Management System simplifies all guest and crew handling procedures by managing all relevant personnel information—including photographs—on the central database.

Mobile Solutions

Oracle Hospitality Cruise’s mobile solutions accommodate all onboard activities—making information available to your guests’ mobile devices throughout the ship. The mobile add-ons to the core Oracle Hospitality Cruise Shipboard Property Management System include Oracle Hospitality Cruise Smart Guest for Smartphones, Oracle Hospitality Cruise Smart for iCrew, and Oracle Hospitality Cruise Smart for i-Info.

Oracle Hospitality Cruise Smart Guest for Smartphones

Oracle Hospitality Cruise Smart Guest for Smartphones is a guest-facing smartphone application that greatly simplifies shipboard communications and makes relevant information available to your cruise guests at any time. Functionality includes the following:

» Information about onboard activities, excursions, and destinations
» Booking capability for activities, restaurant tables, tickets, and spa appointments
» Options to upload and share photos, create albums and buddy lists, and build a guest folio
» Daily statistics on shipboard activities and revenue centers available shoreside

Oracle Hospitality Cruise Smart for iCrew

Oracle Hospitality Cruise Smart for iCrew is a crew-facing smartphone application designed to raise service standards and increase productivity on board by providing crew members with relevant guest-related information. Functionality includes the following:

» Complete details about crew, visitors, and guests
» Mobile guest check-in, gangway security, and luggage-tracking
» Events and activity management
» Maintenance and housekeeping tracking
» Spa appointment and excursion management

EXTEND YOUR PROPERTY MANAGEMENT SYSTEM

Optional modules for Oracle Hospitality Cruise Shipboard Property Management System include the following:

- Oracle Hospitality Cruise Business Centre
- Oracle Hospitality Cruise Casino
- Oracle Hospitality Cruise Comment Card
- Oracle Hospitality Cruise Electronic Ticket Check In
- Oracle Hospitality Cruise Gift Card
- Oracle Hospitality Cruise Kiosk
- Oracle Hospitality Cruise Maintenance
- Oracle Hospitality Cruise Medical
- Oracle Hospitality Cruise Mobile Gangway
- Oracle Hospitality Cruise Mobile Mustering
- Oracle Hospitality Cruise Package Planner
- Oracle Hospitality Cruise Payroll
- Oracle Hospitality Cruise Shore Excursion Web Service
- Oracle Hospitality Cruise Spa
Oracle Hospitality Cruise Smart for i-Info

Oracle Hospitality Cruise Smart for i-Info enables cruise guests to use tablet devices—linked wirelessly into a cruise vessel’s Wi-Fi local area network—to access a wide variety of information. Functionality includes the following:

» Real-time access to all guest-handling functions including guest profile, account balance, and planned activities
» Booking capability for excursions, tickets, dining, and spa appointments
» Status of amenities and special requests

Dining Room Management

Oracle Hospitality Cruise Dining Room Management consists of Oracle Hospitality Cruise Fine Dining System, Oracle Hospitality Cruise Meal Count System, and Oracle Hospitality Cruise Shipside Base for Silver Where. Used all together or as individual modules, they provide an integrated solution with Oracle Hospitality Cruise Shipboard Property Management System, enabling detailed consumer analysis and the refinement of restaurant menus, quantities, and procedures. You can transfer data to the shoreside Oracle Hospitality Fleet Management system for consolidation into the guest’s profile.

Oracle Hospitality Cruise Fine Dining System

By providing restaurant and galley communications (also available on tablet devices), real-time tracking of meal orders, prepared stocks and extra requirements, Oracle Hospitality Cruise Fine Dining System enables staff members to better meet guests’ needs. In addition, cruise line users can define specific alerts to identify potential shortages or bottlenecks.

Oracle Hospitality Cruise Meal Count System

Oracle Hospitality Cruise Meal Count System provides a real-time overview of a cruise ship’s catering operations, with a display in the galley showing the current inventory of prepared meals, the quantity ordered, the number of meals already prepared or awaiting preparation, and details of any special orders.

Oracle Hospitality Cruise Shipside Base for Silver Where

Oracle Hospitality Cruise Shipside Base for Silver Where provides an easy, straightforward approach to managing guest dining table assignments and restaurant reservations. It quickly schedules guests into dining room tables and seats based on demographics and preferences. Oracle Hospitality Cruise Shipside Base for Silver Where can be configured to manage fixed mealtimes, open seating, and alternative dining venues.
Point-of-Sale Solutions

Oracle’s point-of-sale (POS) solutions are real-time, shipboard systems that are fully integrated with the onboard cards created by Oracle Hospitality Cruise Shipboard Property Management System. This enables a cash-free environment for cruise guests while tracking all financial transactions on board. Oracle Hospitality Cruise Shipboard Property Management System captures and displays a complete image of each bill, including the signature captured, using special devices.

Oracle Hospitality Simphony

Oracle Hospitality Simphony software enables the POS system to be fully resilient and capable of performing mission-critical operations in the event of an upstream failure. It allows for the integration of business functions such as property management systems, paperless kitchen display systems, credit card interfaces, and reporting at the individual property or revenue center, to ensure continuous system operation.

Materials Management

Oracle Hospitality Cruise Materials Management heralds a new era in cruise ship purchasing strategy, enabling shore-based managers to have complete transparency and control over all consumable items required in cruise ship operation.

Fleetwide and real-time data transfer provides complete information on a constant basis—including full tracking of POS information and the resulting drawdown in consumable stock on board. The software can be tailored to meet your individual cruise line’s needs and is suitable for companies with multiple headquarters.

Key features of Oracle Hospitality Cruise Materials Management include:

» Centralized control of purchasing, including warehouse and container functionality
» Full transparency of procurement procedures and automated invoicing
» Customized fleetwide data replicated between ships and shore
» Full details of all suppliers and vendors, with automatic storage of invoices, purchase orders, payment terms, and conditions
» Real-time access to historical data for accurate order requests to head office, based on past consumption figures
» Flow of information controlled by Oracle Hospitality Cruise Materials Management Interface for HQ

Oracle Hospitality Cruise Materials Management interfaces with the following:

» Oracle Hospitality Cruise Shipboard Property Management System
» Oracle Hospitality Cruise Fleet Management
» Oracle Hospitality Simphony Point-of-Sale
» Oracle Hospitality 9700 POS systems
» External accounting systems
» External retail POS systems
Fleet Management

Oracle Hospitality Cruise Fleet Management provides shore-based managers with comprehensive, detailed, and timely information on fleet performance. All onboard transactions are automatically logged in real-time. On a frequency determined by the user, this data is transferred to your cruise line’s land-based offices for analysis.

Key features of Oracle Hospitality Cruise Fleet Management include the following:

» Accurate and automatic data transfer from ship to shore
» Analytical tools for financial, marketing, and demographic analysis
» Shore excursion revenue analysis
» Availability of frequent cruise information across the fleet
» Guest data linked to the reservation system
» Real-time tracking of profit-and-loss performance at the head office

Oracle Hospitality Cruise Fleet Management Reservations Online

Oracle Hospitality Cruise Fleet Management Reservations Online facilitates the automatic transfer of reservation data from shore-side systems to on-board users. These transfers can be scheduled just a short time before sailing. This not only ensures the accuracy of data on board ships, providing shipboard staff with exactly the same information as is available shoreside, but also allows guests to be booked until a short time before sailing, thereby offering the potential to generate additional revenue. In addition to accommodating last-minute bookings, Oracle Hospitality Cruise Fleet Management Reservations Online accepts last-minute changes to existing reservations such as stateroom upgrades, special requests, and other adjustments.

Oracle Hospitality Cruise Fleet Management Corporate Access Module

Oracle Hospitality Cruise Fleet Management Corporate Access Module streamlines the authorization process for ship visitors, increasing ship security and improving efficiency.

Oracle Hospitality Cruise Fleet Management Corporate Access Module enables you to monitor and handle—from headquarters—a large number of requests for on-board visits. It supports cruise line compliance with increasingly strict international regulations on ship access. Key features of Oracle Hospitality Cruise Fleet Management Corporate Access Module include the following:

» Centralized visitor records and visit request handling
» Automated e-mail approval process
» Automated e-mail notifications to visitors with their visit details
» Fully automated transfer of visit details to Oracle Hospitality Cruise Shipboard Property Management System
Oracle Hospitality Cruise Fleet Management Itinerary Tracker

With Oracle Hospitality Cruise Fleet Management Itinerary Tracker, you can fully automate the transfer of itinerary data to the ship’s property management system. Itinerary data can be maintained shoreside, eliminating the need for shipboard users to configure the cruise details manually in Oracle Hospitality Cruise Shipboard Property Management System.

Key functionality of Oracle Hospitality Cruise Fleet Management Itinerary Tracker includes the following:

- Interface to the itinerary planning system
- Data transfer between Oracle Hospitality Cruise Fleet Management Corporate Access Module and Oracle Hospitality Cruise Shipboard Property Management System
- Fleetwide overview
- Capability to create a cruise from a voyage template
- List of ports, airports, countries, and cities maintained by the users

Emergency Response Feature

The Emergency Response feature of Oracle Hospitality Cruise Shipboard Property Management System ensures that up-to-date information is available for guests, crew, and all other parties engaged in responding to an onboard emergency.

The software enables the transfer of relevant data from ship to shore at intervals defined by you. The data is subsequently made available shoreside to all those involved in a response exercise, and can be accessed from personal computers, smartphones, or tablets.

Oracle Hospitality Cruise Event Modules

Oracle Hospitality Cruise Event modules support the administration of shipboard events and their shoreside management in real time. With these Oracle Hospitality Cruise Event software modules you can maximize the use of function space and effectively schedule banqueting events on the cruise ship, using an innovative approach and the latest technology.

The on-ship module is used by shipboard personnel to manage onboard events such as shows, meetings, conferences, weddings, and special group events. Among the most popular screens are Group Management, Function Book, and Calendar.

The shoreside module is designed to meet your business requirements and can easily accommodate a large number of remote users.

Crew Management

Oracle Hospitality Cruise Crew Management addresses every aspect of onboard and shoreside crew management. Its HR functionality tracks recruitment, employment, promotions, terminations, performance reviews, personal data, occupational positions, and movement history.

The Crew Scheduling feature ensures that the most-qualified crew members are automatically selected for particular assignments; potential candidates for occupational officer positions can also be proposed. Leave entitlements are automatically calculated.
The crew payroll management functionality in Oracle Hospitality Cruise Crew Management and Payroll Shipboard handles all components of earnings—including wages, overtime, bonuses, incentives, allowances, and deductions. Multiple payroll cycles and frequencies are supported. Temporary or permanent pay changes are tracked. Standardized pay scales and ranges are incorporated and seniority scale points are maintained.

Key features of Oracle Hospitality Cruise Crew Management include the following:

» Simplified crew scheduling
» Comprehensive recruitment procedures including experience, training, and certification checks
» Cabin allocation to support optimal berthing arrangements
» Automatic storage of all crew safety and operational certification data, with expiration warnings
» Multiple payrolls in different currencies and at varying pay intervals
» A comprehensive employment record for each individual available ashore and onboard
» System mobility, enabling records to follow an individual from ship to ship

Conclusion

The Oracle Hospitality Cruise product portfolio leads the market in the design, installation and support of IT systems for effective passenger handling, crew management, and optimized inventory control in the cruise industry. Oracle has developed cutting edge software heralding a new era in cruise ship operating efficiency, and its software is in constant operation across a wide range of cruise vessels, river vessels, ferry vessels, and super yachts. With real-time, year-round support available, Oracle Hospitality Cruise solutions represent the best-in-class technology for any cruise line or vessel globally.