Oracle Hospitality Cruise Fleet Management System

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Hospitality

Oracle Hospitality Cruise Fleet Management System provides Cruise Lines headquarters with comprehensive, detailed and near real-time information on hospitality KPIs across the fleet. Onboard, it enables a smoother, more efficient experience for guests and crew.

A SINGLE, INTEGRATED DATABASE

Comprehensive, multidimensional, fleet-wide revenue analysis with fully consolidated, real-time data available at cruise headquarters.

KEY FEATURES

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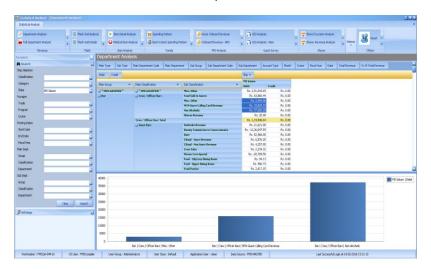
RELATED PRODUCTS

- Oracle Hospitality Cruise Shipboard Property Management System
- Oracle Hospitality Simphony Point of Sale
- Oracle MICROS Compact Workstation 300 Series
- Oracle MICROS Tablet 700 Series

Fleet Management System

Oracle Hospitality Cruise Fleet Management System (FMS) monitors ship hospitality KPIs across your entire fleet. All on-board transactions are automatically logged in real-time. FMS sends operational data at user defined intervals to headquarters, where it can be analyzed further or loaded into data warehouses. The data transfer mechanism is optimized for efficiency over high-latency, low-bandwidth links and provides sophisticated mechanisms for data accuracy.

Oracle Hospitality Cruise FMS does not depend on external data warehouses. It provides basic analytical capabilities for hospitality KPIs, including statistical analysis, revenue analysis, shore excursion patterns, and demographic analysis. With this data, Cruise Lines can conduct fleet-wide comparisons to make informed business decisions.

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• Oracle MICROS Workstation 6 Series

- Immediate access to ship's data at headquarters
- Data access during an emergency to track passenger movement
- Comprehensive analytics for fleet-wide comparisons
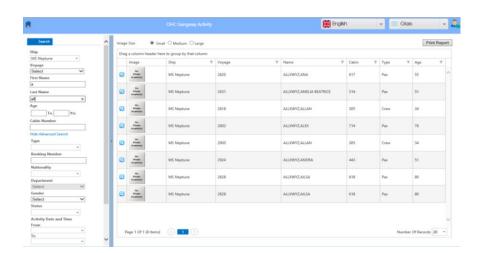
Emergency Response System

Oracle Hospitality Cruise FMS's built-in Emergency Response System makes passenger, crew and visitor information available in case of an emergency. Access can be granted to port authorities, police and other emergency response personnel via a secured website.

- Interface to the itinerary planning system
- Fleet-wide itinerary overview
- Capability to create a cruise from a voyage template
- List of ports, airports, countries, and cities maintained by the users

Itinerary Tracker

With Oracle Hospitality Cruise Itinerary Tracker, Cruise Lines can fully automate the transfer of itinerary data to the ship's property management system. Itinerary data can be maintained shore side, eliminating the need for shipboard users to configure the cruise details manually in Oracle Hospitality Cruise SPMS. This also enables shore-side crew to conduct itinerary data analysis.

- Fully automated transfer of visit details from OHC Corporate Access Module to OHC Shipboard Property Management System
- Centralized visitor records and visit request handling
- Automated e-mail approval process
- Automated e-mail notifications to visitors with their visit details

Corporate Access Module

Oracle Hospitality Cruise Corporate Access Module streamlines the authorization process for ship visitors, increasing ship security and improving efficiency. It enables Cruise Lines to centrally manage and monitor a large number of requests for on-board visits. It supports cruise line compliance with increasingly strict international regulations on ship access (ISPS).

ResOnline

Oracle Hospitality Cruise ResOnline facilitates the automatic transfer of reservation data from shore-side systems to onboard. All associated guest details can be sent at the onset, such as amenities, special requests, flight details, pre-postings, pre-paid/pre-booked excursions. Transfers can be scheduled to right before sailing to accommodate last-minute bookings, stateroom upgrades, special requests, and other adjustments. This ensures the accuracy of data on board ships, providing shipboard staff with the same information as is available shore side.

Universal Check-In Web Service

Oracle Hospitality Cruise Universal Check-In Web Service makes the check-in process easier for guests and crew, because it enables guests to check in from anywhere, saving time at the cruise terminal. With the Web Service options, guests only need to access your website to check in.

CONTACT US

For more information about Oracle Hospitality Cruise Fleet Management System, visit oracle.com/hospitality or call +1.800.ORACLE1 to speak to an Oracle representative.

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