



Provide an Exceptional Guest Experience

Oracle Solutions for the Hotel Industry

Oracle provides highly flexible, scalable, and affordable solutions catered to fit your hotels' unique needs—whether you manage a single property or a chain. Our simple, fast, easy-to-use solutions are designed to power independent, corporate, chain, and resort hotel environments.

Property Solutions

Oracle's property management solutions provide a comprehensive suite of tools to administer your hotel. All can be deployed as either cloud-based solutions or traditional, on-premise software.

- » **Comprehensive functionality for hotels.** Oracle Hospitality OPERA suite is a fully integrated suite of applications. Tracking reservations, checking guests in and out, assigning rooms, managing room inventory with housekeeping and maintenance, accommodating the needs of in-house guests, and handling accounting and billing are just a few of the capabilities built into the powerful Oracle Hospitality OPERA suite.
- » **Flexible sales and catering.** Oracle Hospitality OPERA suite is designed to handle any item a full-service banquet operation may require. Using intuitive and graphical screens, the interface is easy to learn and allows for fast and efficient execution of complex banquet bookings.
- » **Fully integrated food and beverage.** Increase your quality of service, productivity, and profitability by integrating Oracle's point-of-service (POS) solutions for all of your hotel's food and beverage operations.

Central Solutions

Streamline processes centrally; get a better overview of total property activities; and increase new business, internet bookings, and customer loyalty. The modular solutions of Oracle Hospitality OPERA suite can be seamlessly integrated with hotel applications at the property level to ensure optimal information flow and effective inventory management across all distribution channels.

- » **Comprehensively managed central reservations.** Offer reservations agents and global sales staff the tools they need to maximize bookings and increase revenue in any size chain or multiproperty environment.
- » **Unique customer information solution.** Collect and manage data profiles for individual guests, travel agents, sources, groups, and companies in a central database that can be shared by multiple properties.

ORACLE®

HOSPITALITY

"We've had people literally crossing the room to thank us for improving the stability and performance of our systems. The move to the cloud and the upgrade to the latest version of Oracle Hospitality OPERA suite have significantly improved our operation here at glh Hotels—our operations teams are now able to plan for the future with high levels of confidence in our technology."

MATTHEW NEWTON
ENTERPRISE ARCHITECT
GLH HOTELS

More than 40,000 properties around the world are managed using Oracle Hospitality OPERA solutions.

- » **Powerful business intelligence.** Transform and view application data on mobile devices so you can identify important trends, answer relevant questions, and ultimately make better business decisions.
- » **Dynamic revenue management.** Sell to the right customer, at the right time, and for the right price—all while adjusting to your hotel's particular business position and the dynamic marketplace.
- » **Central sales support.** Maximize sales for your hotel chain at large—regardless of where the business may materialize—by communicating prospective business to selected hotels.



Oracle provides hosting services to more than 7,000 hospitality customers.

eCommerce and Mobility

Grow your hotel business using the web and mobile solutions in Oracle Hospitality OPERA suite. With them, you can transform your online presence and enhance the guest experience.





- » **Service anywhere.** With Oracle Hospitality OPERA Mobile Cloud Service, you can unplug your hotel's front desk management, room management, and room maintenance tasks to deliver service to your guests virtually anywhere.
- » **Sleek mobile devices.** Oracle MICROS Tablet R-Series and Oracle MICROS Tablet E-Series run Oracle's POS solutions and Oracle Hospitality OPERA Mobile Cloud Service to provide your staff with flexibility and freedom while giving your guests a uniquely engaging experience.
- » **Web design and optimization.** Improve look-to-book ratios by creating better web experiences leveraging Oracle Hospitality OPERA web services. Guide the user seamlessly from their first click all the way through the booking process with specialized websites that impress.
- » **Online booking.** Increase your web presence and provide your guests with convenient access to bookings via the web or mobile devices.
- » **Mobile app for hotel guests.** Empower hotel guests with mobile applications. Leverage Oracle Hospitality OPERA web services to allow your guests to book hotel reservations and customize their stay.
- » **Distribution solutions.** Make all booking options available online with scalable options to connect to alternative distribution systems (ADS) and global distribution systems (GDS).
- » **Business intelligence.** The inMotion feature of Oracle Hospitality Reporting and Analytics Advanced Cloud Service gives hoteliers access to essential current hotel data and analytics at a glance.

Support & Services

Oracle is available to support your hospitality environment.

- » **24/7/365.** Oracle makes your life easy by offering both over-the-phone and internet-based customer support 24-hours a day, 7 days a week.
- » **Locations across the globe.** Oracle services the hospitality and retail industry in more than 180 countries, on all seven continents.
- » **Cloud solutions.** With centrally hosted cloud solutions, Oracle can do the work of supporting your business—thereby increasing your peace of mind when facing business and IT challenges.
- » **Technical expertise.** Oracle's professional service teams are exceptional at providing both on-site and remote support and services.

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