



ORACLE

Oracle Hospitality OPERA Cloud Property Management

Oracle Hospitality OPERA Cloud Property Management is a cloud-based, mobile-enabled platform for next-generation hotel management. Based on OPERA 5, the leading enterprise solution suite for the hospitality industry, OPERA Cloud offers an intuitive user interface, comprehensive functionality for all areas of hotel management, secure data storage and hundreds of key partner interfaces to meet the needs of hotels of all types and sizes. By moving property management technology to the cloud, OPERA Cloud simplifies the IT infrastructure in properties, allowing hotel management and staff to focus on delivering exceptional guest experiences.

**EMPOWER YOUR EMPLOYEES
TO PROVIDE SUPERIOR SERVICE**

KEY PLATFORM FEATURES

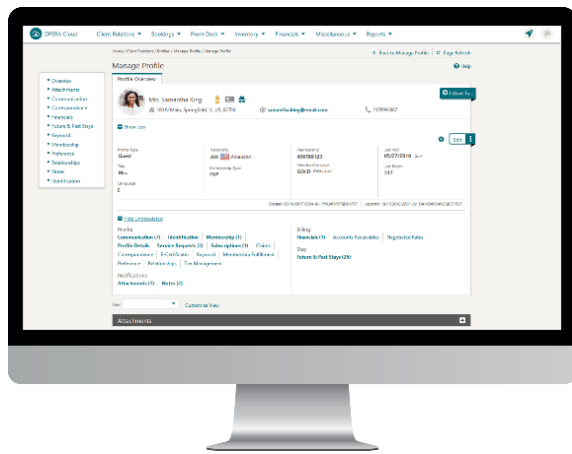
- Modern user interface
- User-defined dashboard
- Single and multi-property
- Multi-language, multi-currency
- Cloud-based
- Mobile-enabled
- Highly customizable
- Web services integration

DELIVER EXCEPTIONAL GUEST EXPERIENCES

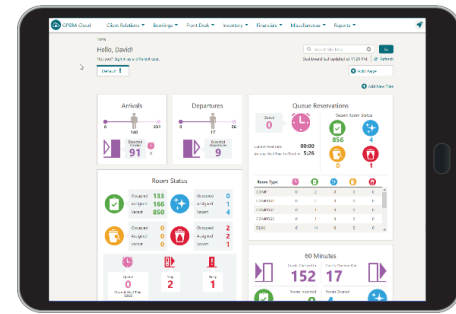
Eight out of 10 of the world's top hotel groups rely on Oracle solutions to deliver an outstanding experience to each and every guest, while maximizing operational efficiency across key areas of their businesses. Oracle Hospitality OPERA Cloud provides comprehensive property management capabilities that can meet the needs of independent hotels and hotel chains that want to offer exceptional experiences to their guests.

LEVERAGE GUEST PROFILES TO PERSONALIZE EXPERIENCES

With OPERA Cloud's comprehensive guest profiling capability, hotels can capture the guest preferences they need to personalize the guest experience. OPERA Cloud



Property Management enables you to deliver personalized experiences to all guests by ensuring that their preferences are recorded and making it easy for hotel staff to quickly access profiles when needed. Delivering personalized experiences will enhance guest loyalty and drive membership growth in loyalty programs.



KEY CAPABILITIES

- Reservations management
- Group management
- Profile management
- Rooms management
- Guest loyalty
- Front desk
- Cashiering
- Accounts receivable
- Agent commissions
- Reporting and analytics
- Back-office export
- General export

MAXIMIZE REVENUES WITH RATE MANAGEMENT

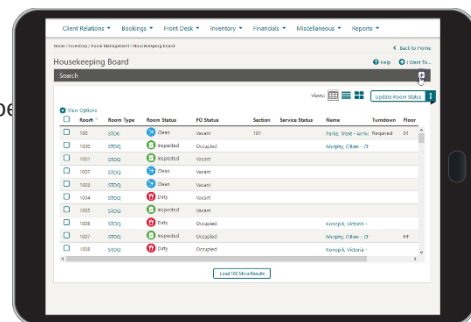
OPERA Cloud Property Management offers the most complete rate management functionality for hotels, allowing you to adapt your rates to suit your business and ever-changing market conditions. OPERA Cloud Property Management simplifies rate management, ensuring that you can give your revenue teams the very best tools to meet business objectives. The solution also makes it easy for reservations teams to identify appropriate rates for customers as well as cross-selling and up-selling opportunities to maximize revenues.

INCREASE HOUSEKEEPING EFFICIENCY

By taking advantage of the room management features in OPERA Cloud Property Management, hotel employees can handle all facets of room supervision, including room status updates, housekeeping task management, queueing rush rooms and maintenance tasks.

STREAMLINE GROUP MANAGEMENT

The group management capability in OPERA Cloud Property Management offers the most flexible and robust solution for managing rooms reservations, on-property experience and billing for groups of any size. A built-in workflow ensures all group data is captured and managed, enabling the hotel to deliver a seamless experience to group organizers and guests.



MAXIMIZE BOOKINGS AND EASILY MANAGE RESERVATIONS

Increase revenue and occupancy with the advanced and intuitive Sales view that provides the ability to manage reservations across locations and properties. Manage all types of reservations – individual, group, travel agency, company, multi-segment, multi-legged, multi-rate and waitlisted. Empower your revenue management and sales teams with flexible rate and inventory control options, and advanced reservations functionality. Enable self-service booking through the web by integrating with OWS.

INCREASE MARGINS WITH EFFECTIVE CHANNEL MANAGEMENT

To maximize occupancy and revenue, hotels need to supplement their direct booking options with distribution through traditional and online travel agency channels. The OPERA Distribution Cloud Service supports connectivity to leading global distribution systems and online travel agencies. It also gives hotels tools to manage pricing and allocate room inventory to all distribution channels so hotels can maximize revenue, occupancy and ADR.

IMPROVE BUSINESS PERFORMANCE WITH REPORTS

The reporting functionality within OPERA Cloud Services enables you to run reports that provide key metrics, and the operational insights you need to make better business decisions. The system offers more than 100 standard reports, incorporating forecasts and historical data.

INTEGRATE FOOD AND BEVERAGE OPERATIONS

The food and beverage facilities within your hotel can contribute significantly to revenues. Ensuring that restaurants and bars run efficiently to maximize guest satisfaction and profitability is essential. Oracle Hospitality offers industry-leading point-of-sale and kitchen management solutions that integrate with OPERA Cloud Property Management, giving you simplified reporting and billing.

INCREASE EFFICIENCY WITH FULLY INTEGRATED SYSTEMS

OPERA Cloud Property Management can be integrated with additional modules and third-party systems to help achieve operational efficiency and minimize manual administration. Depending on the product bundle (see chart below), Oracle Hospitality OPERA Cloud offers a wide range of included interfaces for integration. From applications for event management and loyalty programs to interoperability with leisure and financial systems, OPERA Cloud Property Management enables you to build an integrated technology infrastructure to support your business.

ENGAGE GUESTS WITH MOBILE TECHNOLOGY

Untether the front desk and serve your guests anywhere on property where you have internet connectivity. OPERA Cloud Property Management is mobile enabled, can run on Oracle Hospitality tablets and on consumer grade tablets and smartphones. OPERA Cloud Property Management is browser, operating system and device agnostic. The application can run on mobile devices using a variety of bandwidth and connection options, including 3G, LTE, public and private WiFi networks – without the need for VPN or dedicated connections. Reduce check-in and check-out times and improve efficiencies in housekeeping and maintenance by enabling your workforce

KEY BENEFITS

- Faster innovation expedites bringing new properties online
- Enhanced guest experiences, improved operating efficiency and increased employee productivity
- Lower upfront capital expenditure on software and hardware
- Reduced IT complexity
- Increased RevPAR and ADR
- Comprehensive guest profiles allow for experience personalization and differentiation, contributing to enhanced customer lifetime value
- Enhanced data security, scalability and reliability

with real-time updates on housekeeping task assignments, room status and maintenance requests. OPERA Cloud makes it easy for room attendants to post minibar charges with the **Charge-it** feature. Valets and porters can use the **Track-it** feature to manage luggage. These capabilities enhances productivity while making it easier for room attendants and valets to accomplish their tasks.

EMPOWER YOUR STAFF

To consistently deliver outstanding guest experiences, you must give your staff access to systems that perform all day, every day and provide accurate customer and hotel information. The Oracle Hospitality OPERA suite is used by thousands of hotels around the world, which means that the employees you hire will be familiar with the application, allowing your staff to focus on enhancing service rather than learning systems.

GROW WITH MULTI-PROPERTY CAPABILITIES

OPERA Cloud Property Management can be used for a single property or multiple properties. The platform can scale to thousands of hotels worldwide. Hotels can rapidly deploy OPERA Cloud to new properties using global configuration templates that incorporate brand standards. Guest profiles can be shared by all properties, with loyalty details, notes, preferences and rate entitlements.

CUSTOMIZE AND EXTEND TO SUIT YOUR NEEDS

OPERA Cloud Property Management is highly customizable at a global (chain) and property level. Standard and custom fields can be added or removed, tab order adjusted, flagged mandatory and default values defined. It's also possible to extend OPERA Cloud's core business logic with custom field validations and other conditional logic.

MODERN AND INTUITIVE USER INTERFACE

OPERA Cloud Property Management's user interface has been redesigned using Oracle's Alta design principles. Fresh visual design complements modern layout approach. New icon system complements clean page design. Multi-device support with flowing page layout. Mobile-friendly with larger touch targets.

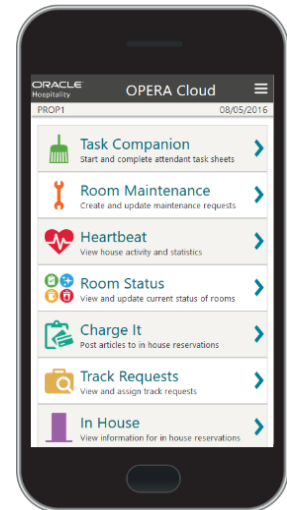
REST ASSURED WITH SECURITY AND PAYMENT CARD INDUSTRY COMPLIANCE

OPERA Cloud enables integration to Payment Service Providers through the Oracle Payment Interface (OPI). This interface allows OPERA Cloud users to have a single point of entry for processing both card and alternative mobile payment methods for faster transaction times. OPI supports Advanced Deposits, Pre-Authorisations, Incremental Authorisations, Sale Transactions, Refunds, Automated Deposit Rules and Automated Pre-Authorisation Rules.

OPI lowers administration costs and streamlines operations, allowing hotels to focus on customer service

CHOOSE CLOUD

As an application in the cloud, OPERA Cloud Property Management minimizes upfront investment in hardware and software and reduce the ongoing costs of maintenance and operation, while simultaneously maximizing performance and scalability.



ORACLE HOSPITALITY OPERA CLOUD PROPERTY MANAGEMENT BUNDLES

| OPERA CLOUD | PROFESSIONAL | ENTERPRISE |
|---|--------------|------------|
| Environment Type | Multi-tenant | Dedicated |
| Included Non-Production Environments | 1 | 1 |

| Capability | PROFESSIONAL | | | ENTERPRISE | | |
|--|--------------|------------|------------------|------------|------------|------------------|
| | Foundation | Standard | Premium | Foundation | Standard | Premium |
| Number of features licensed | 30* | 55* | Unlimited | 30* | 55* | Unlimited |
| ADD-ONS INCLUDED | | | | | | |
| Multi-property Profile Sharing | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Configuration Sharing | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Cross Reservation | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Reporting & Analytics | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| E-Learning | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Oracle Hospitality Integration Platform | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| INTERFACES INCLUDED | | | | | | |
| Property Interfaces | 3 | 3 | 6 | 6 | 6 | Unlimited |
| Customer Proprietary Interfaces | - | - | - | 4 | 4 | 6 |
| Oracle internal interfaces (to other Oracle systems) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

* Customers choose from more than 100 options according to their business needs

CONNECT WITH US

For more information about Oracle Hospitality OPERA Cloud Property Management and its related products, visit oracle.com/hospitality or call +1.800.ORACLE1 to speak to an Oracle representative.

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