

Oracle Hospitality Connect



APAC 2019 Agenda

Tuesday

10 December

6:00 PM - 8:00 PM

Welcome Reception

Wednesday

11 December

7:00 AM - 8:30 AM

Breakfast

8:00 AM - 7:15 PM

Connect Zone Open All Day

ORACLE HOSPITALITY CONNECT SESSIONS

9:00 AM - 9:10 AM

Welcome

9:10 AM - 9:55 AM

Keynote: Hospitality Reimagined

In a world where extraordinary change occurs in a blink of an eye, it's vital to reimagine operations, not just take incremental steps. Our keynote tackles the forces altering the marketplace — and top industry leaders join a panel discussion, sharing insights about accelerating innovation to enhance service.

9:55 AM - 11:00 AM

Hotel Strategy

An excellent opportunity to get an update on Oracle's product strategy, focusing on cloud transition and emerging technologies. This session will cover releases over the past year and provide the strategic concepts behind the development of hotel products such as OPERA Cloud, Reporting, and Distribution & Integration capabilities.

11:00 AM - 11:30 AM

Break

Oracle Hospitality Strategy

These sessions will provide a glimpse into the future of our product strategy.

11:30 AM - 12:15 PM

Food & Beverage Strategy

Hotel dining is emerging as a cornerstone of business, and it's time to capitalize on its full potential. Accomplishing this task, however, means understanding the evolving nature of food and beverage operations, and utilizing advances in technology to meet customers' expectations. Learn how Oracle hardware and software can unearth new revenue.

12:15 PM - 12:45 PM

Symphony: The Future of Orchestrating F&B

With a growing focus on F&B, it's essential to anchor it with a POS platform ready for the future. Learn about Symphony's evolution to seize tomorrow's opportunities – from embracing omnichannel to integrating best-of-breed solutions to glean insights from reporting and analytics. Understand how Symphony can orchestrate an exceptional experience and keep guests coming back for more.

Oracle Hospitality Connect

Wednesday (CONTINUED)

11 December

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| 12:45 PM - 2:00 PM | Lunch |
| Cloud Transformation | |
| 2:00 PM - 2:30 PM | Our OPERA Cloud Journey Hoteliers are moving to the cloud at an unprecedented rate. Hear their compelling stories about: why they made the move; how they executed it; and what benefits they're reaping. |
| 2:30 PM - 3:00 PM | PANEL: Maximizing Total Revenue Per Available Room (TRevPAR) With a growing emphasis on TRevPAR, top hoteliers share insights to improve this critical metric, focusing on innovative initiatives they've added to bolster their service portfolio. |
| 3:00 PM - 3:30 PM | Platinum Sponsor Keynote – Adyen Leveling Up Experiences Through Payments Travelers are demanding more from the hospitality industry. Their interactions with brands no longer just happens at the store or hotel — they expect to be able to weave seamlessly across channels and those that are able to and remove friction end up winning them over for the longer run. Increasingly we are seeing payments play a pivotal role in the guest experience — from booking to check out and everything in between. Find out why brands and property owners now look at payments as more than settling funds to their bank account. |
| 3:30 PM - 4:00 PM | Break |
| 4:00 PM - 4:30 PM | Our Symphony Cloud Journey Hoteliers are moving their restaurant POS systems to the cloud to maximize F&B revenue. Hear their firsthand accounts about making the cloud journey and the impact it's had on business. |
| 4:30 PM - 5:00 PM | Emerging Technologies Driving the Guest Experience New technology can serve as a catalyst for change, but which ones will really shape our industry in the coming years? Discover how innovations — such as machine learning, virtual reality and intelligent chatbots — are being used and the impact they're causing. |
| 5:00 PM - 7:00 PM | Networking Reception |

Thursday

12 December

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| 7:00 AM - 8:30 AM | Breakfast |
| 8:00 AM - 5:00 PM | Connect Zone Open All Day |
| 9:00 AM - 10:00 AM | 2020 - Megatrends in Travel With new business models, industry consolidation and disruptive technologies, hospitality is in the midst of a transformation. Take a deep dive into the latest research to better understand the evolution — and chart a course forward. |
| 10:00 AM - 10:30 AM | Diamond Sponsor Keynote – DerbySoft How to Empower Hotel Distribution using the Latest Technology In an increasingly complicated hotel distribution system, hotels have to be smart about managing their distribution and brand. This means thinking through how all the systems in a hotel work together. Fortunately, there are new technology platforms and connectivity solutions to help hoteliers simplify this complexity and get the most out of their distribution strategy. Ted Zhang from DerbySoft will talk through some of the latest technologies and strategies for success. |

Oracle Hospitality Connect

Thursday (CONTINUED)

12 December

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| 10:30 AM - 11:15 AM | <p>Panel: Innovation Through Integration Our head of Integration Strategy hosts a panel of key partners who will highlight ways in which your hotel can innovate using Oracle Hospitality's open APIs.</p> |
| 11:15 AM - 11:45 AM | Break |
| <p align="center">Building on the Oracle Platform Being part of Oracle enables us to leverage solutions, delivering stronger capabilities to our customers. These sessions will address how Oracle technology is helping hospitality to evolve.</p> | |
| 11:45 AM - 12:15 PM | <p>Revolutionize Your Guest Relationship: Oracle CX Meeting guest expectations is essential for achieving customer loyalty. Explore the drivers of loyalty and learn how the integration of CX with OPERA can help navigate this ever-changing challenge.</p> |
| 12:15 PM - 12:45 PM | <p>Optimize the Enterprise with Oracle NetSuite and OPERA With Oracle's NetSuite, hotels can move their back-office operations to the cloud. Discover how integrating NetSuite with OPERA Cloud provides the insights hotels need to grow revenues and optimize operations.</p> |
| 12:45 PM - 1:45 PM | Lunch |
| 1:45 PM - 2:15 PM | <p>Journey to the Cloud – Oracle Hospitality Consulting Our consulting team provides an overview of the changes they've adopted to address evolving market needs for installation and professional services. Understand how these improvements better support and deliver enhanced experiences to our customers.</p> |
| 2:15 PM - 3:00 PM | <p>Future Proof Your Business with the Oracle Cloud Oracle Hospitality overhauled its development processes with the goal of offering "True Cloud" solutions. Understand what this transformation means and the benefits it'll deliver to our customers. Gain insights about our plans to be cloud native.</p> |
| 3:00 PM - 3:45 PM | Closing Remarks and Q&A |

Oracle Hospitality Connect

**EXPERT HOUR
SESSIONS**
Wednesday
11 December
EXPERT HOUR SESSIONS

Join us for a choice of insightful Expert Hour Roundtables where the experts will show you the latest solutions Oracle Hospitality has to offer. We will also cover new functionalities and features introduced in our existing solutions suite which will assist you in delivering even better guest experiences and operational efficiencies. You can ask the experts those questions you always wanted to know the answer to ensure you are getting the most out of your Oracle Hospitality Solutions. Each session lasts 45 mins with time to grab a refreshment in between and sessions will repeated the second day of the conference providing you the opportunity to attend all that are critical to your business. You can also visit the Connect Zone to see Oracle Hospitality products in action and meet our partners to discover the innovations their solutions can bring to your hotel.

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| 1:00 PM - 1:45 PM | OPERA Cloud: Property Management Rachel Pelikan Join us to see how OPERA Cloud helps you deliver an exceptional guest experience and improves operational efficiency. | Integration Services Johnny Leung, Letka Prendergast & Darko Vukovic The number of ways of connecting into Oracle Hospitality products is constantly evolving. In this session our experts will guide you through the different solutions (ie., APIs) available to get connected into OPERA and Symphony and how they enable you to innovate. |
| 1:45 PM - 2:15 PM | Break | |
| 2:15 PM - 3:00 PM | OPERA: Property Management John Byun and Jatin Bhatt Join us for this session to learn about the new functions and features added in OPERA Version 5.5+ | Simphony Mark Page Simphony can revolutionise your F&B offerings from the kitchen through to the restaurant floor. See how Simphony can assist in transforming your business. Our team will show you the tools which can improve service levels and guest experiences. |
| 3:00 PM - 3:30 PM | Break | |
| 3:30 PM - 4:15 PM | OPERA: Sales & Events Letka Prendergast Join us for an overview of OPERA Sales and Events and learn how you can maximize revenues from group sales and events. | Hardware & Kitchen Display Systems Johnny Leung By combining the power of MICROS Oracle hardware from workstations to tablets and the usage of Kitchen Display Systems, Oracle Hospitality can transform your kitchen operations. Join our experts to see the latest hardware solutions and KDS solutions. |
| 4:15 PM - 4:45 PM | Break | |
| 4:45 PM - 5:30 PM | Hotel Reporting & Analytics Jatin Bhatt and Nitin Anand Managing the vast amounts of data in your systems has just gotten easier with Reporting & Analytics. This session allows you to see just how easy it is to mine your data and present it in meaningful way to help you understand the business operation. | F&B Reporting & Analytics Wayne Grant Managing the vast amounts of data in your systems has just gotten easier with Reporting & Analytics. This session allows you to see just how easy it is to mine your data and present it in meaningful way to help you understand the business operation. |

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| 12:00 PM | End & Lunch at 12:45 PM | |

Agenda may be subject to adjustments. For the latest Conference Agenda, please visit <https://www.oracle.com/sg/hospitality-connect/>