

# ORACLE HOSPITALITY CONNECT

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# Delivering Hospitality Solutions

## Consulting & Professional Services

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## Safe Harbor Statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, timing, and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.

# Agenda

- 1 ➤ Hospitality Hotel Consulting
- 2 ➤ Consulting Enablement
- 3 ➤ Transitioning to Cloud

# Global Hotel Consulting Services



**640+**  
Consultants Globally  
complimented by 450+ Subk



**220+**  
Consultants **EMEA**  
complimented by 110+ Subk



**Experience**  
Delivered 1000's Of  
Projects Successfully



**Strength**  
Project Management



**Knowledge**  
Access To All LoBs



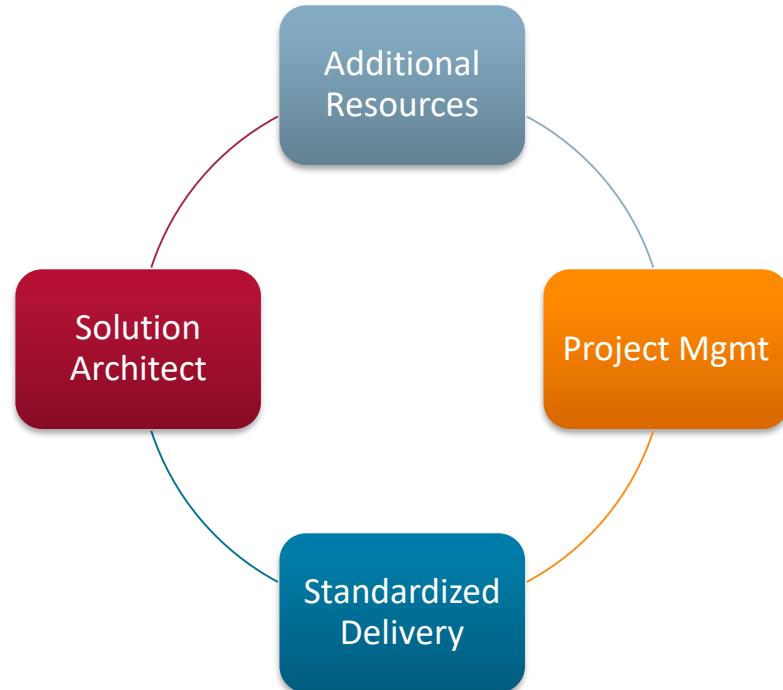
**Training**  
Holistic Training  
Approach



**Methodology**  
Proven Best Practice  
Methodologies Alligned To  
Industry Standards

# Professional Services – CEMLI & Validations

## Global Team



## Benefits



# CEMLI

Customization / Configuration / Extentions / Modifications / Localization and Integration

# Oracle Consulting Enablement

## Global Approach



# Customer Enablement – you can choose



## Train The Trainer

Oracle Will Train  
Your Trainer



## End User Training

Oracle Will Train  
Your Teams  
Class Room  
Training



## E-Learning

Generic Trainings  
Customized Trainings



# Customer Enablement – you can choose

OC User Updated

Dashboard  
Profile

Course Catalog  
My Courses

Additional Learning Content

LMS User Guide  
LMS Manager Guide  
Troubleshooting

Logout

Learn by Role

- Reservation Agent
- Reservation Supervisor
- Reservation/Revenue Manager
- Group Sales
- Front Desk Agent
- Guest Service Agent
- Front Desk Supervisor
- Night Audit
- Property Management / General Manager
- Housekeeping
- Finance / Accounting
- Property Admin User

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Dashboard  
Profile

Course Catalog  
**My Courses**

Additional Learning Content

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Logout

My Courses

Welcome to Oracle Hospitality Learning Management System!

Below is the list of courses that you are currently enrolled in. You will have the option to take each course before passing the associated course quiz. Once the course and quiz are completed, you will have the option of reviewing each as needed.

**Note for Quizzes:** If you have successfully completed your quiz and do not see the score, select refresh on your browser. This will allow the completion bar and score to be updated. Please do not attempt to take the quiz again, unless you failed or did not finish the quiz. The score has been recorded, even if it has not been reflected on the screen just yet. Use the magnifying glass icon in the Summary column to see your quiz attempts.

Currently enrolled in these courses:

	Curriculum:	Progress:
	Reservations Agent OC18	All

**Course Title: OC181000 Introduction to OPERA Cloud**  
Duration: 18 min   Added: php   Status: Not Started   [Course Summary](#)   [Start](#)   [Certificate](#)

The Introduction to OPERA Cloud course is designed to provide an overview of key screens and navigation OPERA Cloud. This course contains lessons on the using the Menu and Site Map screens. You will also learn how to use Search options and change Screen Views.

**Course Title: OC181010 Dashboard and Quick Launch**  
Duration: 13 min   Added: php   Status: Not Started   [Course Summary](#)   [Start](#)   [Certificate](#)

The Dashboard and Quick Launch course is designed to help you learn how to personalize your OPERA Cloud experience.

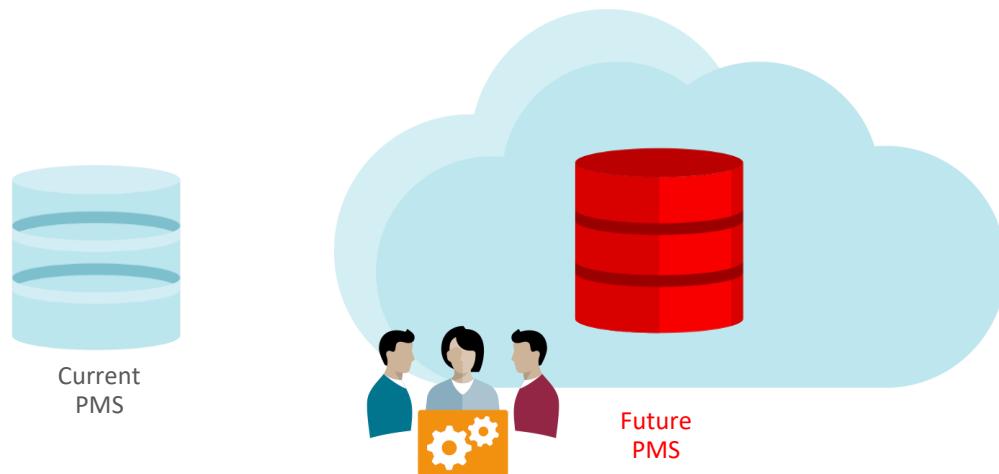
**Course Title: OC181100 Guest Profile Management**  
Duration: 38 min   Added: php   Status: Not Started   [Course Summary](#)   [Start](#)   [Certificate](#)

In the Guest Profile Management course, you will discover how to create and update profiles for individual guests within OPERA Cloud. This course contains lessons relating to creating new Guest Profiles, navigating & updating completed profiles, utilizing profile 'I Want To...' links, and searching for existing profiles.

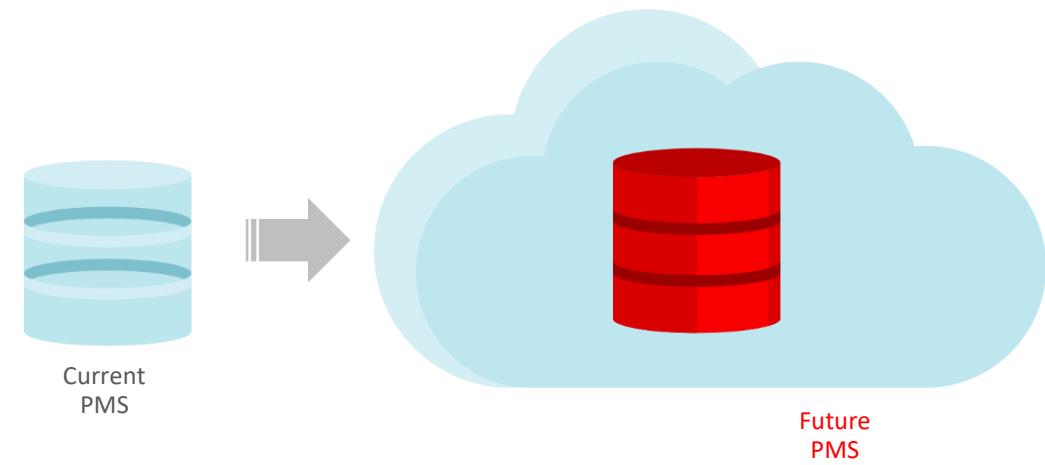
**Course Title: OC181110 Company Profile Management**  
Duration: 33 min   Added: pho   Status: Not Started   [Course Summary](#)   [Start](#)   [Certificate](#)

# Transitioning to the Cloud

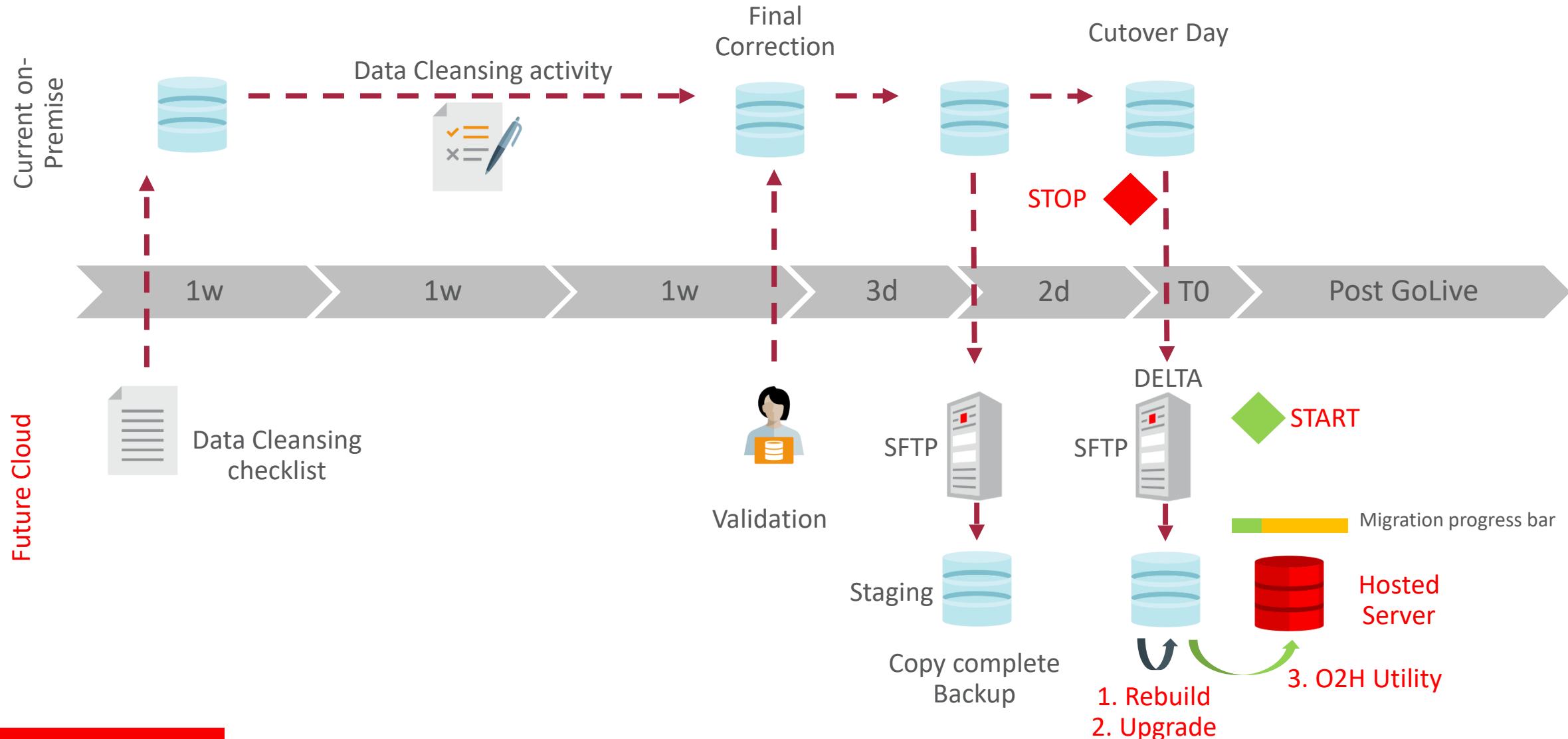
## New Install



## Migration



# Premise to Cloud – Migration High Level Process



# OCM – Desktop Based Application



# OCM Migrations – Benefits



Cost  
Effective



Intuitive &  
Simple Design



Automated &  
min. Manual  
Intervention



Designed for  
Cloud & Security  
Approved



Automated  
Communication



Simple & Scalable



Faster

# Key Focus Moving Forward

Enhance  
Quality &  
Customer  
Satisfaction



Effective  
&  
Trusted Partner



Reduce Cost  
&  
Complexity



