# ORACLE HOSPITALITY CONNECT

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# OPERA Cloud

**Today & Tomorrow**

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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.

# Familiarity

Ease of Adoption for v5 users

**Cleaned-Up Rate Code Setup**

**v5 Terminology used where possible**

**v5 Functionality as basis with enhancements**

**Menu Design familiar to users**

**Simplify more complex tasks in v5 through better design**

**Helps 35,000+ v5 Hotels transition to OPERA Cloud**

Create a New Rate Code                                                    ? Help

Rate Code Definition                                                        —

* Required Field

* Property                                          —
SFE                    Q
                                                    Protection Type

* Rate Code                                         * Description

* Start Sell Date
MM-DD-YYYY                                          Manage Translations

* End Sell Date                                     * Room Types
MM-DD-YYYY

* Rate Category                    Display Set
                    Q                               Q

Market                             Rate Group
                    Q                               Q

Source                             Sequence
                    Q                               —        +

Financial Details                                                           —

* Required Field

* Transaction Code       Q   ☐ Tax Inclusive       Commission %
                                                    —        +

Pkg Tran Code                                       Currency Code
                    Q                               EUR      Q

Exchange Type                                       Folio Text
                    ▼

Commission Code                                     Manage Translations
                    Q

☐ Print Rate                       ☐ Day Use

☐ Suppress Rate                    ☐ Complimentary

☐ Discount                         ☐ House Use

# Mobile
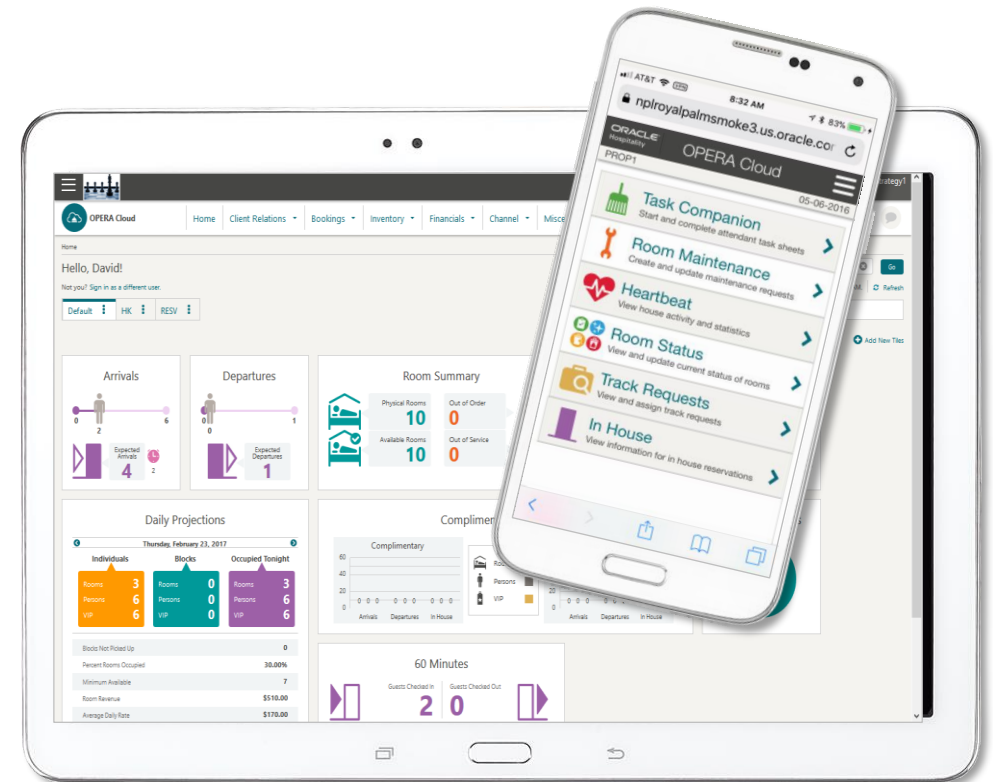
**Key Screens designed for Mobility**

Full functionality on a tablet device

Peripheral support for tablets & Smartphones

Mobile Specific use cases for Smartphones

Support of Sales Teams & Event Teams on Mobile devices

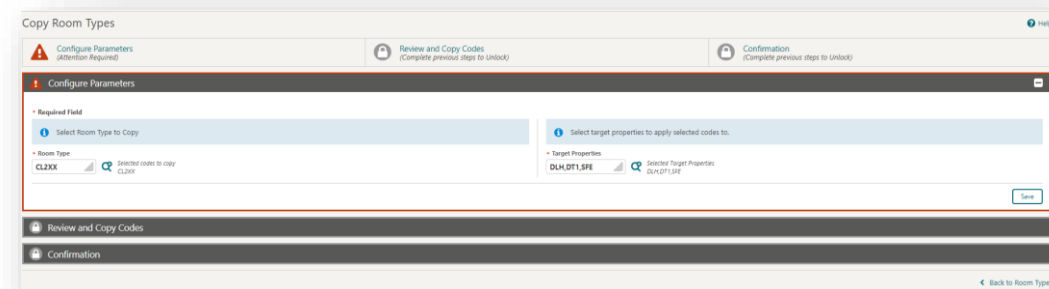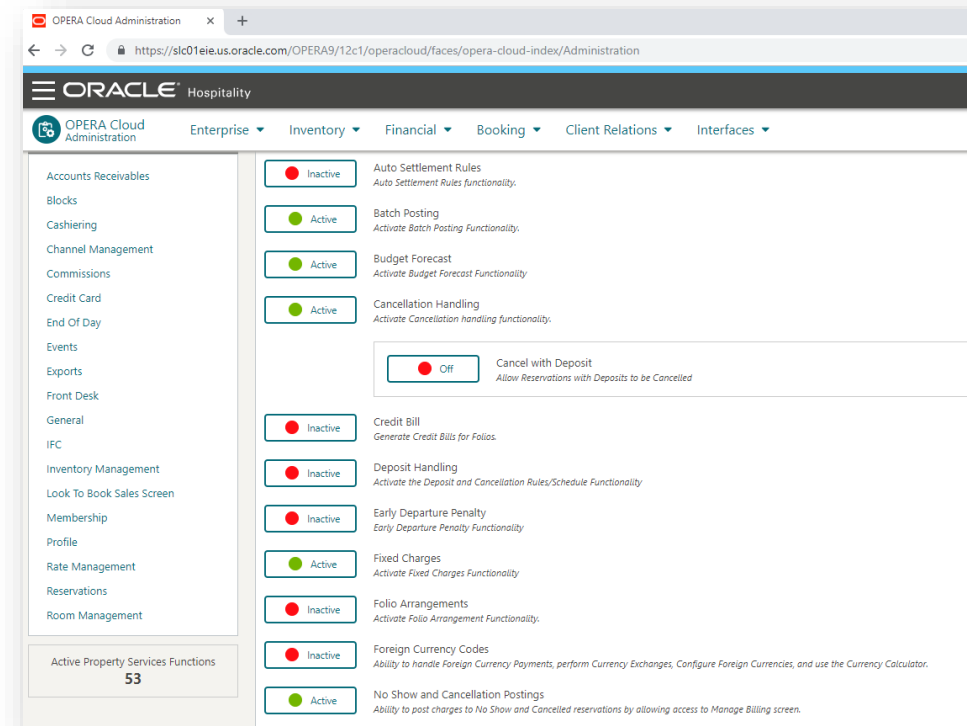No need for 3rd party applications to be mobile

# Manage

**Easy to manage your properties and grow the business**

Simple one-stop-shop to manage configuration across estate

Manage the chain/brand/property from one area

Configuration Assistant simplifies building new properties

Clear & Simple OPERA Controls

# Customer
## 1st Design

**Simple guest interaction and service across the estate**

**Business Card Header ensures key data is always visible**

**Profile Privacy/GDPR at the core**

**Consistency across all profile access areas**

**Improved Profile Match & Merge and De-Duping**

**Profile Insights through Data Science/AI**

# UI/UX

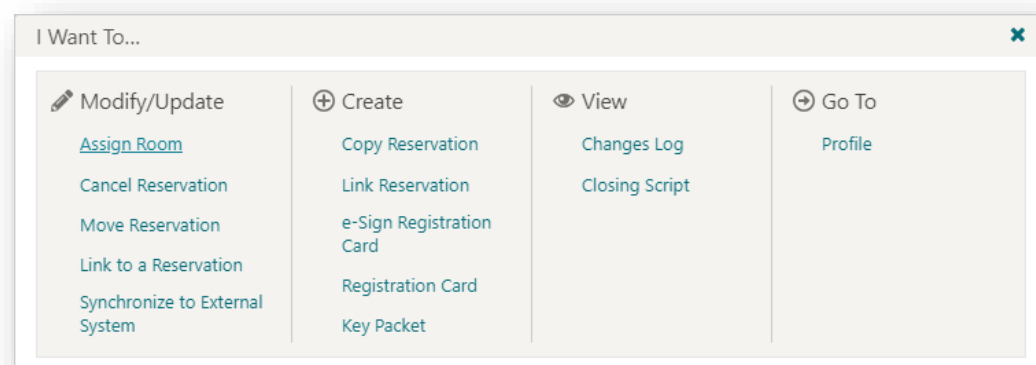**Simple & Clear User Interaction & Experience**

**Ongoing Improvements to Usability**

**Dashboards for easy access to data with less navigation**

**Achieving ADA Compliancy for Screen Readers**

**Continuous Application Language Support**

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I Want To...

| ✎ Modify/Update | ⊕ Create | 👁 View | ➔ Go To |
|---|---|---|---|
| Assign Room | Copy Reservation | Changes Log | Profile |
| Cancel Reservation | Link Reservation | Closing Script | |
| Move Reservation | e-Sign Registration Card | | |
| Link to a Reservation | Registration Card | | |
| Synchronize to External System | Key Packet | | |

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**Device**

**Use any Device & any Browser – Fully Agnostic**

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Hospitality

No More Browser Dependencies

Nothing Installed on Workstations (no more Java)

No Dependencies on Operating System

Removed Acrobat requirement

Plug-in and Go – saves IT hours!

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# Adapt

**Customization & Personalization where it matters**

**Every User is Different**

**Personalisation**

**Every Hotel is Different**

**Customization**

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Hospitality

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# Adapt

**Customization & Personalization where it matters**

## Personalisation: Search Results

### Same Data Different View

Personalisation allows for user specific needs

Removes need to request development to move a field

Show as Much or as Little as needed

**"Personalisation" = All User Specific**

# Customization: Screen Design

**Adapt**

**Customization & Personalization where it matters**

Customization allows Hotels to truly customize to meet their need

No need for Oracle resources to design screens

Allows for different service levels of hotels to reside in one system

## "Customization" = Chain/Hub/Property Level

# Customization: Screen Design

**Adapt**

Customization & Personalization where it matters

**Profiles**
- Profile Overview
- Profile Details
- Identification (Personal Details)
- Create Profile (Guest Details)

**Look To Book Sales Screen**
- Caller Info
- LTB (Search filters)
- Book Now screen
- Turnaway

**Reservations**
- Reservation Overview
- Stay Details

**Dashboard**
- Page and Tiles

**Check In**
- Reservation Overview
- Identification Step (Personal Details)

**Check Out**
- Reservation Overview

**Blocks**
- Block Overview
- Room Details
- Catering Details

**Quick Launch**
- Custom and Quick Links

**Search Areas**
- Search filters
- Manage Columns

# Secure 🔒

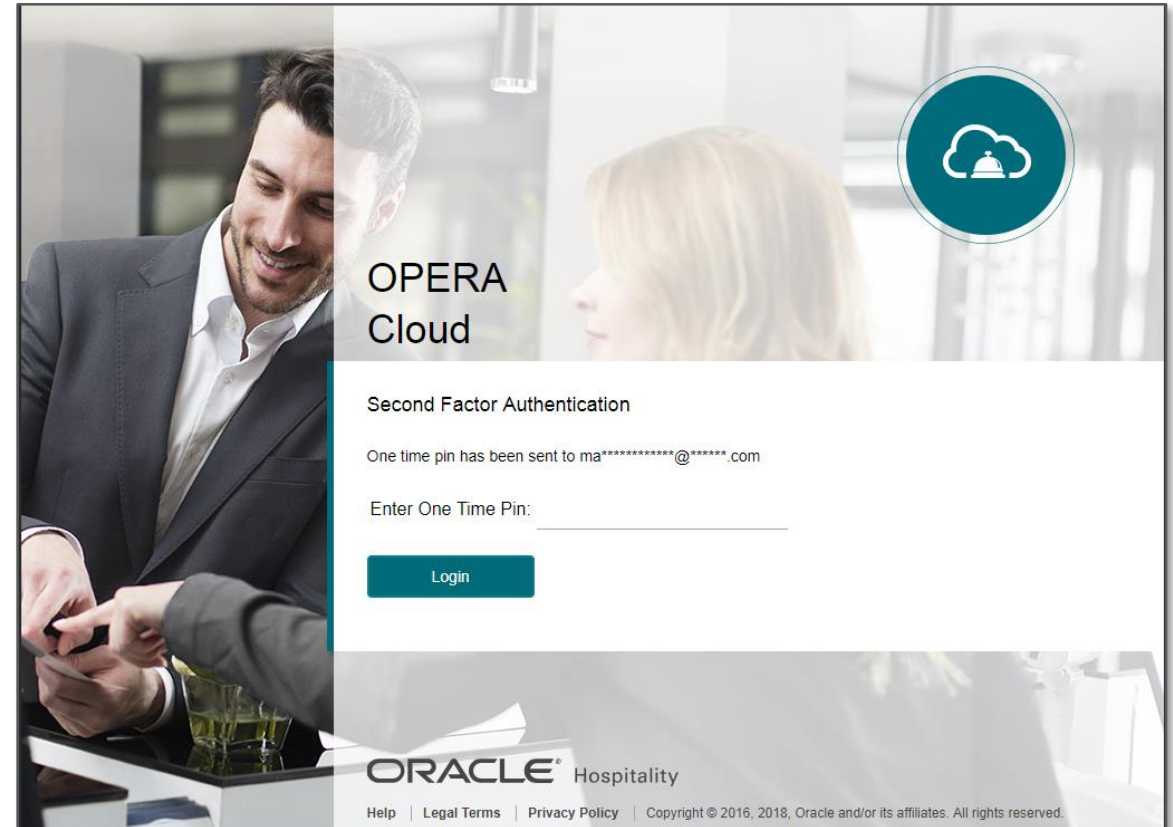**#1 priority from design to deployment to usage**

- Multi-Factor Authentication available
- Restrict Access based on IP Range or Days of the week
- Forgot Password Reset
- Takes User Management outside of OPERA to aid PCI audits



OPERA Cloud

**Second Factor Authentication**

One time pin has been sent to ma***********@******.com

Enter One Time Pin: _____

[ Login ]

ORACLE® Hospitality

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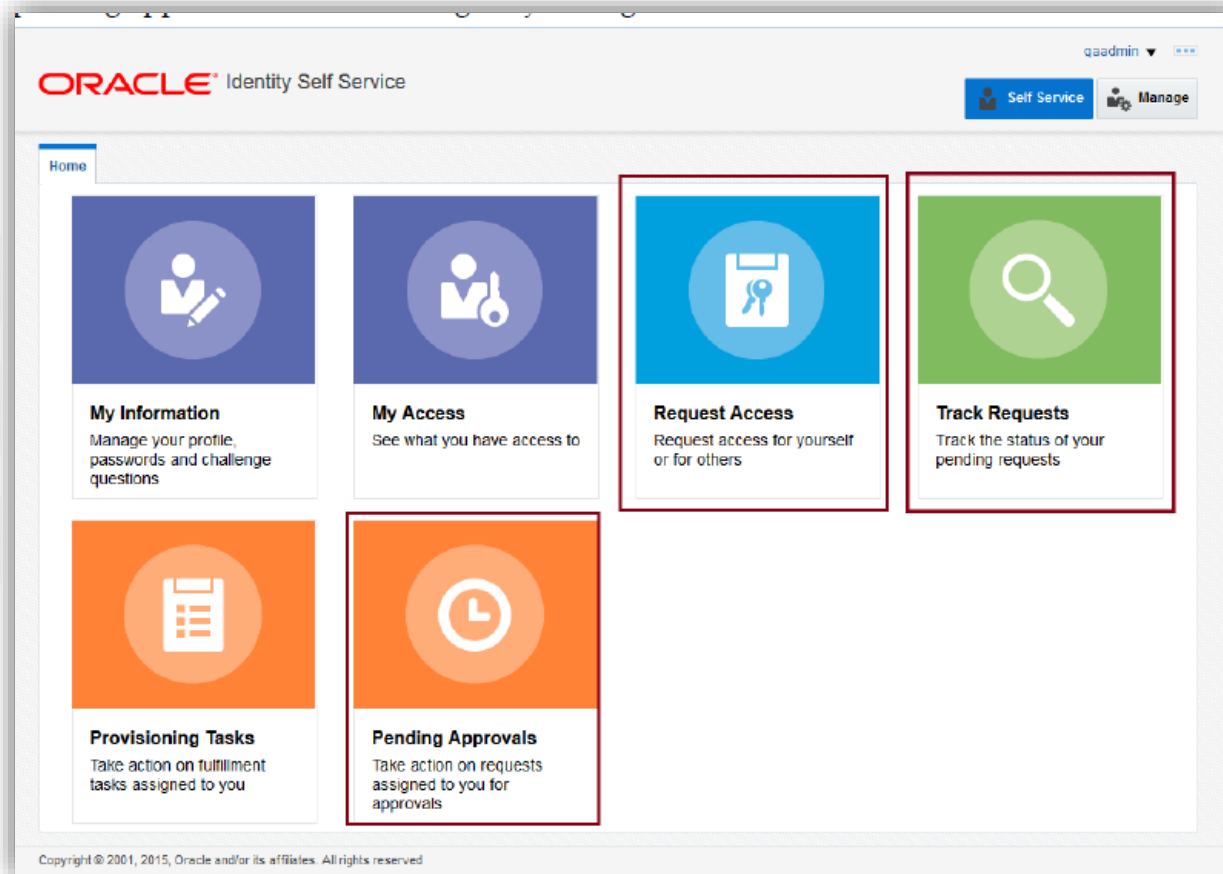
# Secure 🔒

**#1 priority from design to deployment to usage**

**Simple management of new user requests through OIM**

**Remove the headache of password resets & locked accounts**

**Clear view of what tasks are assigned**

ORACLE® Identity Self Service

qaadmin ▼

Self Service    Manage

Home

**My Information**
Manage your profile, passwords and challenge questions

**My Access**
See what you have access to

**Request Access**
Request access for yourself or for others

**Track Requests**
Track the status of your pending requests

**Provisioning Tasks**
Take action on fulfillment tasks assigned to you

**Pending Approvals**
Take action on requests assigned to you for approvals

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