

ORACLE HOSPITALITY CONNECT

DIAMOND SPONSOR

FREEDOM PAY

ORACLE®



OPERA Cloud

Today & Tomorrow

Tanya Pratt

Associate VP of OPERA Cloud Strategy

Richard Oram

Senior Director Sales Consulting EMEA

March 27th 2019

DIAMOND SPONSOR

FREEDOM PAY

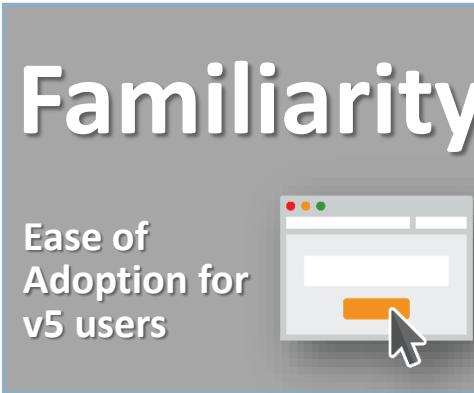


ORACLE®

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.

OPERA Cloud – Design Philosophy



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

Rate Code Definition

- Required Field
 - Property: SFE
 - Rate Code:
 - Start Sell Date: MM-DD-YYYY
 - End Sell Date: MM-DD-YYYY

—

- Protection Type:
- Description:
- Manage Translations:
- Room Types:

Display Set

- Market:
- Source:
- Rate Group:
- Sequence:

Financial Details

Required Field

- Transaction Code:
- Pkg Tran Code:
- Exchange Type:
- Commission Code:

- Tax Inclusive

Commission %:

Currency Code: EUR

Folio Text:

Manage Translations

Print Rate

Suppress Rate

Discount

Day Use

Complimentary

House Use



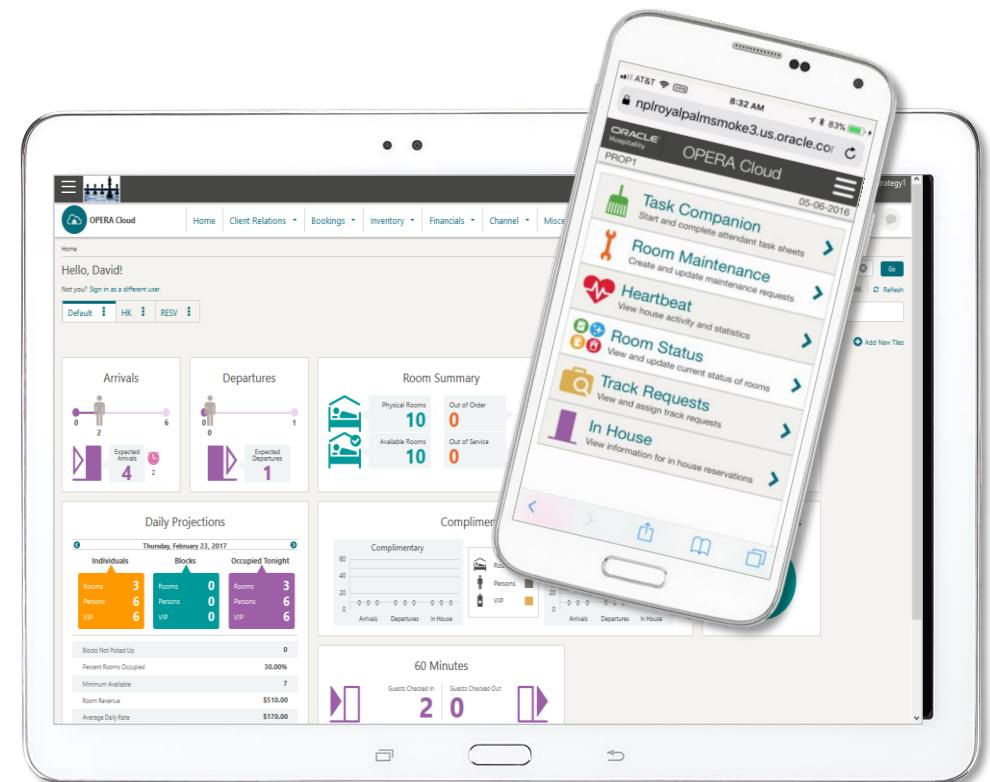
Full functionality on a tablet device

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





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

OPERA Cloud Administration <https://slc01ei.us.oracle.com/OPERA9/12c1/operacloud/faces/operacloud-index/Administration>

ORACLE® Hospitality

OPERA Cloud Administration Enterprise ▾ Inventory ▾ Financial ▾ Booking ▾ Client Relations ▾ Interfaces ▾

Accounts Receivables Inactive Auto Settlement Rules
Blocks Active Auto Settlement Rules functionality.
Cashiering Active Batch Posting
Channel Management Active Activate Batch Posting Functionality.
Commissions Active Budget Forecast
Credit Card Active Activate Budget Forecast Functionality.
End Of Day Active Cancellation Handling
Events Active Activate Cancellation handling functionality.
Exports Off Cancel with Deposit
Front Desk Active Allow Reservations with Deposits to be Cancelled
General Inactive Credit Bill
IFC Inactive Generate Credit Bills for Folios.
Inventory Management Inactive Deposit Handling
Look To Book Sales Screen Inactive Activate the Deposit and Cancellation Rules/Schedule Functionality.
Membership Inactive Early Departure Penalty
Profile Active Early Departure Penalty Functionality.
Rate Management Active Fixed Charges
Reservations Inactive Activate Fixed Charges Functionality.
Room Management Active Folio Arrangements
Folio Arrangements Inactive Activate Folio Arrangement Functionality.
Foreign Currency Codes Inactive Foreign Currency Codes
No Show and Cancellation Postings Active Ability to handle Foreign Currency Payments, perform Currency Exchanges, Configure Foreign Currencies, and use the Currency Calculator.
No Show and Cancellation Postings Active Ability to post charges to No Show and Cancelled reservations by allowing access to Manage Billing screen.

Active Property Services Functions **53**

Copy Room Types

Configure Parameters (Attention Required)

Configure Parameters

Required Field

Select Room Type to Copy

Room Type: CLXXX

Selected codes to copy: CLXXX

Select target properties to apply selected codes to.

Target Properties: DLH,DT1,SFE

Selected Target Properties: DLH,DT1,SFE

Review and Copy Codes

Confirmation

Back to Room Types

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

The screenshot shows a detailed view of a customer profile. At the top, there is a header with a photo of a woman, her name 'Dozer, Elisa', and an email address 'Elisa.dozer@oracle.com'. Below the header, there are several sections of data:

- Profile Type:** Contact
- Language:** E
- Title:** Mrs.
- Position:** —
- Influence:** —
- Nationality:** AM American
- Birth Date:** —
- Owner Code:** —
- Trace Code:** —
- Client ID:** 1005228349
- Membership:** 6743543674 Member Info
- VIP Status:** VIP2 VIP Level 2
- Protected:**
- Restricted:**

At the bottom of the profile view, there are links for 'Show All', 'Profile', 'Communication (5)', 'Identification', 'Keyword (2)', 'Membership (1)', 'Preferences (2)', 'Profile Details', 'Relationships (1)', 'Notifications', 'Attachments (1)', 'Billing', 'Accounts Receivables (1)', 'Financials (2)', and 'Stay', 'Future & Past Stays (24)'. There are also 'Created' and 'Updated' timestamps.

UI/UX

Simple & Clear
User Interaction
& Experience

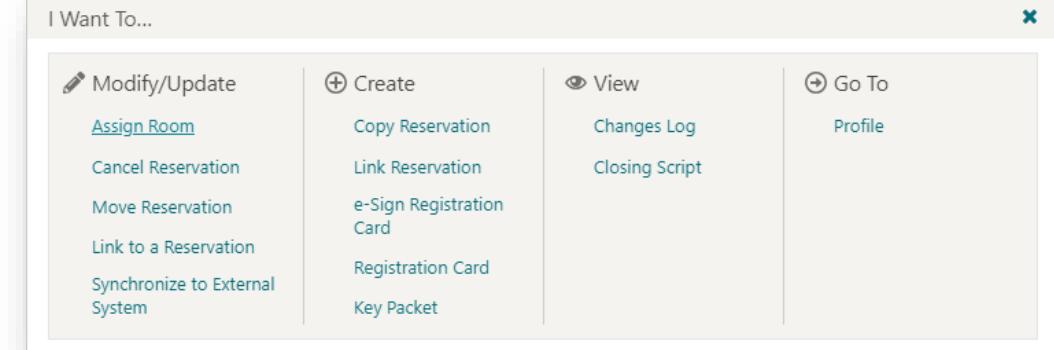


Ongoing Improvements to Usability

Dashboards for easy access to data with less navigation

Achieving ADA Compliancy for Screen Readers

Continuous Application Language Support





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!

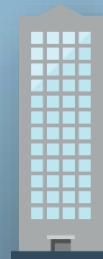




Every User is Different



Every Hotel is Different



Personalisation

Customization



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

ORACLE®
Hospitality

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

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



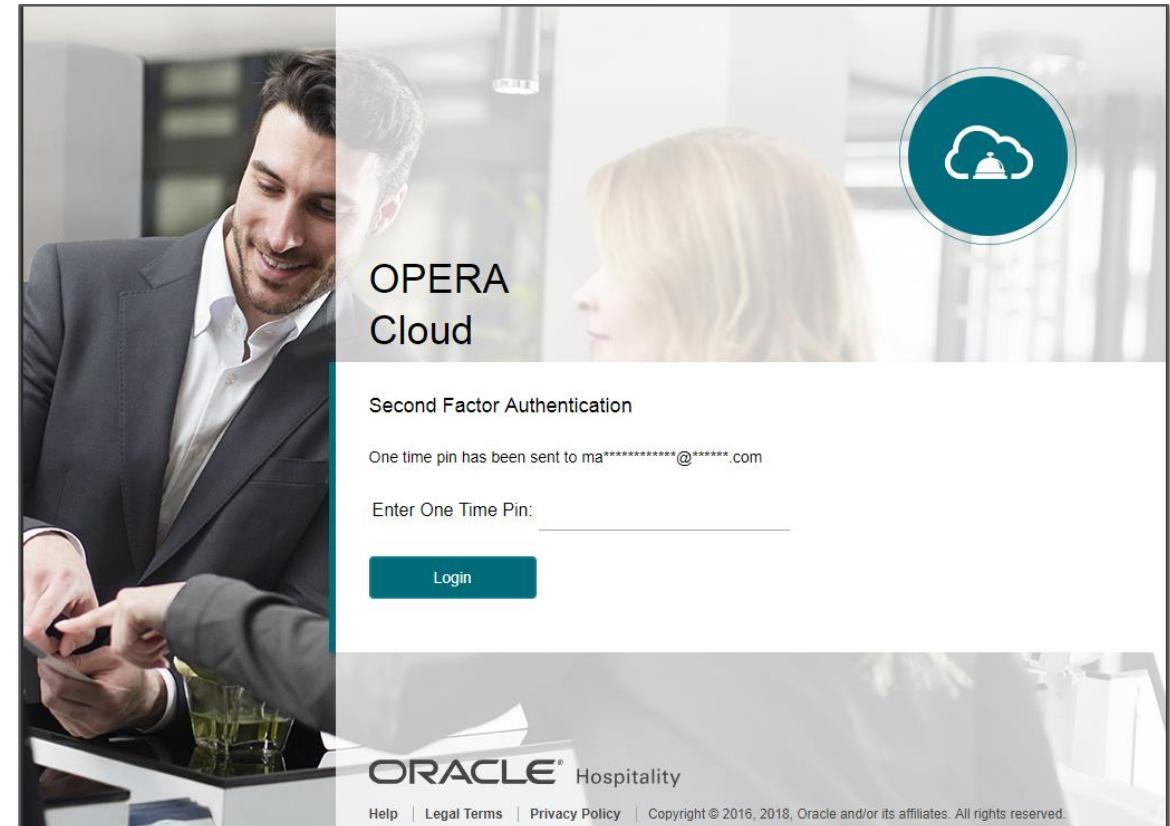
#1 priority from design
to deployment to usage

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



Secure

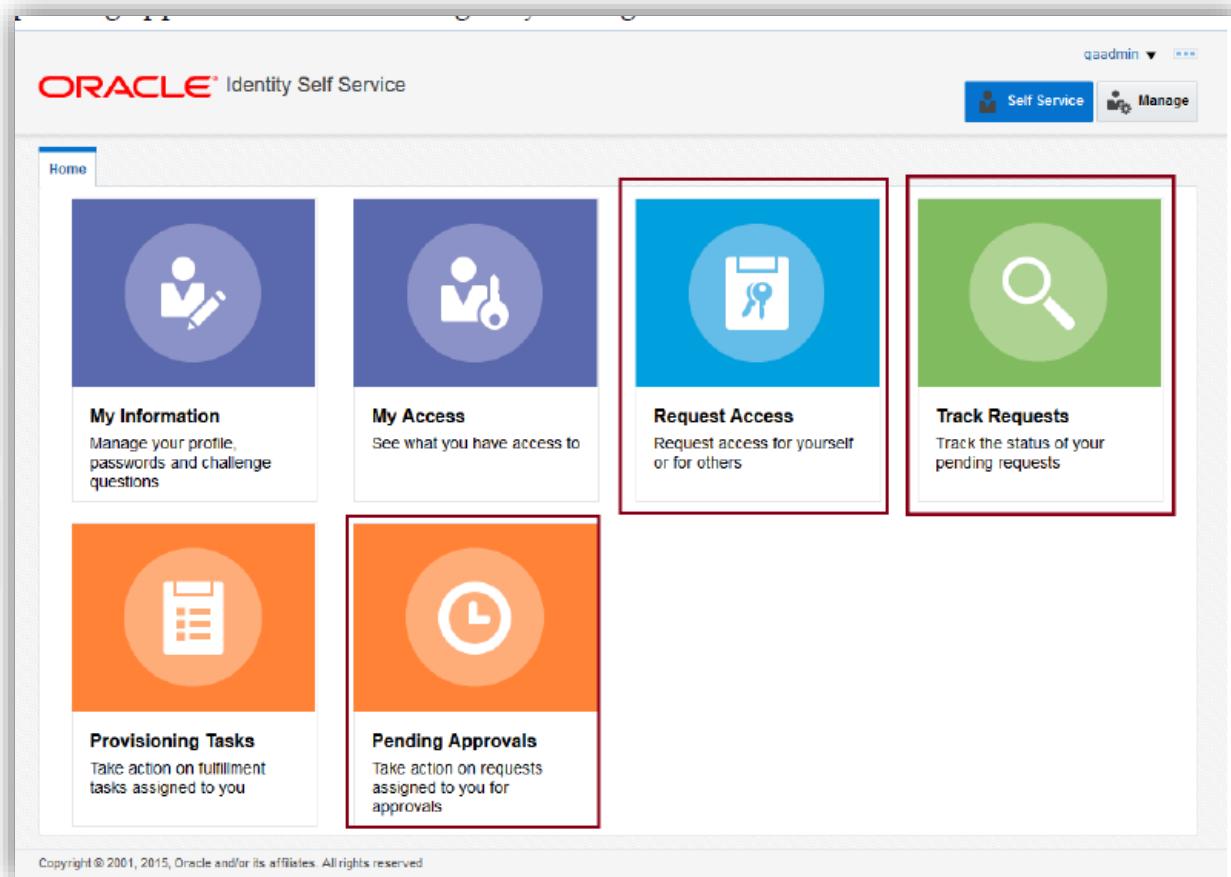


#1 priority from design
to deployment to usage

Simple management of new user requests through OIM

Remove the headache of password resets & locked accounts

Clear view of what tasks are assigned



OPERA Cloud – Design Philosophy





ORACLE®