

OPERA Cloud Property Management

Oracle Hospitality OPERA Cloud Property Management is a cloud-based, mobile-enabled platform for future-proof hotel management. Part of the Oracle's Hospitality Platform, OPERA Cloud offers an intuitive user interface, fully customizable with comprehensive functionality for all areas of hotel management, and secure data storage. With unprecedented integration capability, it allows hotels of all types and sizes to rapidly incorporate best-of-breed solutions, accelerating innovation to optimize operations and increase guest satisfaction.

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. OPERA Cloud provides extensive property management capabilities to help independent hotels and chains gain the agility required to meet guests' ever-changing needs and personalize their stays.

Tailored solutions for your unique property

OPERA Cloud supports all types of unique properties, from hotels and resorts to casinos and specialized accommodations. Select the functionality you need and configure the system to align with your property's goals and operations. With customizable interfaces and the ability for users to personalize their experience, teams can work more efficiently and focus on high-impact service that supports both guest satisfaction and business performance.

Success built into every layer of your business

- Maximize revenue and occupancy using advanced rate management, availability controls, and stay restrictions.
- Deliver more personalized and memorable guest experiences that drive loyalty and repeat business.
- Boost employee productivity and satisfaction through role-based interfaces and simplified workflows.
- Increase operational efficiency by automating tasks across departments and eliminating manual processes.
- Lower capital expenses and IT overhead with a cloud-based solution that requires minimal hardware and on-site resources, while ensuring enterprise-grade security, scalability, and global compliance.

Key capabilities

- Multi-property
- Revenue management
- Reservations management
- Group management
- Profiles and loyalty
- Rooms management
- Front office
- Housekeeping
- Maintenance
- Vacation ownership
- Cashiering & payments
- Accounts receivable
- Agent commissions
- Reporting and analytics
- Gaming accounting
- Mobile guest experience

Leverage comprehensive profiles

OPERA Cloud's robust profiling capabilities enable properties to capture, manage, and share detailed profile data, including individuals, companies, groups, contacts, and travel agents, across their entire portfolio. This centralized access supports consistent, personalized service, enhances operational efficiency, and drives stronger relationships. By maintaining accurate, accessible profiles, properties can better tailor experiences, foster loyalty, and fuel repeat business across all customer segments.

Maximize revenue with rate management

Staying competitive and profitable requires precision in pricing and inventory strategy. OPERA Cloud equips hotels with advanced tools to manage rates, optimize availability, and protect revenue. From flexible rate configurations to strategic availability controls, revenue teams can ensure the right offers reach the right guests at the right time. With built-in automation and multi-currency support, rate management becomes more efficient, allowing teams to focus on business goals and exceptional guest value.

Key features include:

- Best available rates and dynamic rate tiers
- Availability views with inventory protection tools
- Discounted, negotiated, and package rates
- Yield management and stay restrictions (e.g., minimum stay)
- Multi-currency rate quoting and promotion handling
- On-hold and in-session inventory controls
- Efficient tools for real-time rate changes and updates

Figure 1. Guest reservation presentation screen

The figure consists of two side-by-side screenshots of the OPERA Cloud interface. The left screenshot, titled 'Manage Reservation', shows a guest profile for 'Mr. Woodford Nielsen' with details like confirmation number (221572243), property ('BEDROCK - The Bedrock Ski Resort'), and balance (\$0.00). It also includes sections for Alerts, Attachments, and Call History. The right screenshot shows a customizable dashboard with several tiles: 'Arrivals' (0 expected arrivals, 22 actual arrivals), 'In House (Occupied)' (Rooms 40, Adults 57, Children 15), 'Departures' (Expected Departures 10, Checked Out 0), 'Max. Available Rooms ROSEBUD' (101), and 'Rooms Sold Summary' (a bar chart showing room sales by date and rate code).

Figure 2. Customizable dashboard with front office related tiles

Smarter front office operations

Front office operations are transformed through intelligent automation and streamlined workflows, allowing staff to spend less time on routine tasks and more time focusing on guests. From simplified room operations and faster check-in experiences to seamless billing and smooth departures, every step of the guest journey is enhanced. Financial processes are handled efficiently in the background, while staff are empowered to deliver more personalized service at every touchpoint. By automating repetitive work and enabling more proactive guest engagement, OPERA Cloud helps front office teams operate at peak performance.

Key features include:

- Intelligent auto room assignment and queue room handling
- Electronic registration cards and pre-registration support
- Back-to-back reservation handling and scheduled room moves
- Behind-the-scenes credit monitoring and transaction automation
- Post-It functionality for instant charge posting
- Auto-folio settlement and scheduled check-outs
- Multiple folio handling, routing, and split billing options
- Batch processing for deposits, charges, and authorizations
- Flexible options including rolling no-shows, early fees, and quick check-out

Streamline group management

Managing group business becomes effortless with powerful tools that handle everything from room reservations and on-property experiences to billing and inventory control. Built-in workflows ensure all group data is captured and organized for a seamless experience, while advanced booking features help manage even the most complex arrangements with ease. From rooming coordination to event support and batch actions, hotels are equipped to serve group organizers and guests with speed, accuracy, and professionalism, all while optimizing occupancy and revenue.

Key features include:

- Master and sub-group block and allocations
- Group rooms control with sell limits and shoulder dates
- Integrated handling of deposits, restrictions, and cancellations
- Wash schedules to reallocate unused rooms and boost occupancy
- Tour series and custom block flow statuses
- Rooming list imports
- Simple Events and customizable group stationery
- Mass actions for reservation updates, key packets, and check-ins

Increase housekeeping efficiency

Housekeeping and maintenance operations are streamlined with robust tools that enhance visibility, accountability, and responsiveness across the property. With automated task management, real-time mobile access, and intelligent prioritization, teams can stay focused and efficient throughout the day. Whether it's tracking room readiness, resolving maintenance issues, or adjusting operations on the fly, OPERA Cloud empowers staff to deliver a consistently high standard of service, no matter where they are.

Key features include:

- Automatic task sheet generation and credit-based workload management
- Real-time mobile access for common tasks on the go
- Discrepant room tracking and queue room oversight
- Intelligent task prioritization based on room and reservation status
- Out of Order/Out of Service room management
- Mobile charge posing and maintenance tracking

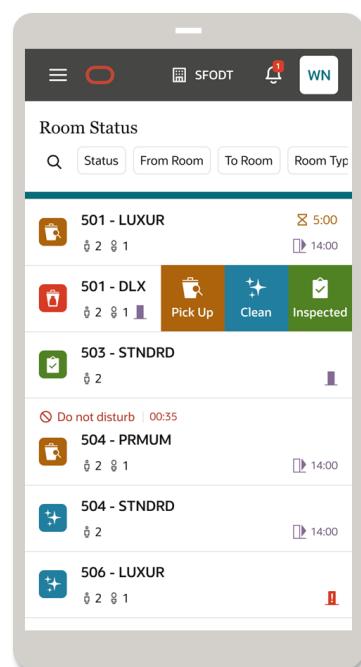


Figure 3. OPERA Cloud Mobile Task Sheet

Modernize hotel finances with connected account management

OPERA Cloud simplifies essential guest-facing financial tasks such as managing deposits, applying recurring charges, and making flexible adjustments. For broader financial oversight, the platform includes robust account management tools that support direct bill, aging, and automated reminders and statements. Available income audit capabilities help ensure accuracy and accountability. Additionally, casino management is streamlined through native comp accounting, enabling seamless handling of complimentary services, while integration with leading patron tracking systems provides a comprehensive view of guest activity and spend. The solution also provides export functionality to more than 100 back-office systems and offers direct integration with Oracle ERP solutions, keeping financial data synchronized across platforms.

Built-in tools for insight and innovation

Turn data into decisions with powerful reporting and analytics

Designed specifically for hospitality, OPERA Cloud Reporting and Analytics transforms raw data into actionable insights that support better decision-making and operational performance. With more than 300 built-in reports covering common metrics, plus the ability to create custom dashboards, reports, and visualizations, users can easily analyse data across departments, properties, and portfolios. The intuitive interface simplifies complex reporting, allowing users to explore KPIs, spot trends, and measure outcomes in real time. Whether tracking guest behaviour, revenue performance, or operational efficiency, the solution delivers clear, timely insights to support strategic goals and day-to-day decisions.

Open architecture for limitless integration

The Oracle Hospitality Integration Platform (OHIP) makes connecting to OPERA Cloud simpler, faster, and more efficient. The advanced integrated platform centralizes all interface capabilities into one modern system, making it easy to discover, adopt, and manage Oracle Hospitality's rich set of REST APIs. With a streamlined self-service model, it empowers customers and partners to quickly build, test, and deploy integrations. Plus, through our online Oracle Cloud Marketplace, customers can easily browse and connect with emerging technology partners to meet evolving business needs.

Related products

Oracle Hospitality OPERA Cloud Property Management supports additional solutions on the OPERA Cloud platform, including:

- OPERA Cloud Loyalty
- OPERA Cloud Sales and Event Management
- OPERA Cloud Guest Engagement and Merchandising
- OPERA Cloud Distribution
- OPERA Cloud Central

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