ORACLE
Hospitality

Oracle Hospitality OPERA Cloud Platform

The Oracle Hospitality OPERA Cloud Platform is a cloud-based, mobile-enabled ecosystem designed to future-proof hotel management with a single, unified system. Featuring an intuitive and fully customizable user interface, it allows staff to train once and confidently navigate every module with ease. Built natively for multi-property operations, the platform scales instantly to support growth and evolving business needs across more than 200 countries and territories. Supporting over 20 languages, OPERA Cloud delivers comprehensive functionality covering all areas of hotel management with secure data storage. It offers unprecedented integration capabilities to rapidly incorporate best-of-breed solutions, accelerating innovation, optimizing operations, and elevating guest satisfaction. Trusted by eight of the world's top ten hotel groups, the cloud subscription model reduces IT costs and provides the agility independent hotels and global chains need to personalize guest experiences and drive operational excellence at every property.

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 solutions and 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.

Enterprise connectivity and growth

OPERA Cloud Central is the core of the industry's leading enterprise hospitality platform, seamlessly connecting departments, data, and decisions across the organization. By consolidating critical functions into a powerful central database, it equips agents, sales teams, and management with the tools they need to drive bookings, boost revenue, and streamline operations. From call centers and regional sales to loyalty programs and distribution, OPERA Cloud Central connects corporate strategy with property execution, bridging front office and back office for unified, enterprise-wide performance.

Available solutions

- Property Management
- Central Management
- Sales & Event Management
- Casino and Gaming Management
- Loyalty
- Distribution
- Guest Engagement & Merchandising
- Reporting and Analytics
- Payment Service
- Simphony Point of Sale

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Stay agile with essential property management capabilities

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.

Comprehensive reservation, group, and commission handling

Manage group business and reservations with powerful tools that simplify everything from complex bookings and on-property experiences to billing, inventory control, and travel agent commission processing. Streamlined workflows ensure all group data is captured and organized, while advanced booking features support multi-rate, multi-room reservations with clear visibility into policies, payments, and guest details. Staff can easily manage rooming lists, release schedules, and group status to maximize occupancy and revenue. With these integrated capabilities, hotels deliver fast, accurate, and professional service to groups and guests while driving performance across all reservation channels.
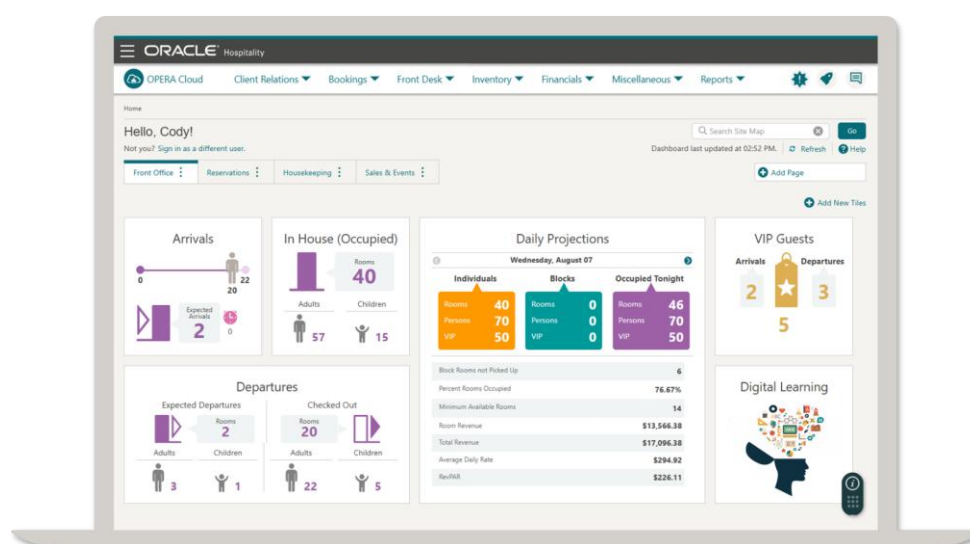

Figure 1: Personalized OPERA Cloud Dashboard

Inspire return visits by knowing your guests better

Gain deep insight into your guests, including their preferences, communication choices, spending habits and marketing data to deliver better guest service and win their loyalty. Track performance of your company and agent business with detailed statistics and link negotiated rates. Add contacts to offer a personalized service and build relationships that result in more business. If you operate more than one property, centralized profiles provide a singular source for guests' details, tracking their stays and preferences at all properties, helping deliver better service and anticipate their needs.

Modernize the guest journey from anywhere

OPERA Cloud Mobile Guest Experience is a smartphone-friendly, web-based application that allows guests to pre-register up to 48 hours before arrival. Guests can confirm details, update contact information, set arrival times, and view personalized upsell offers, powered by Guest Engagement and Merchandising by Nor1, enabling smoother check-ins and added revenue opportunities. With real-time reservation updates and no app download required, hotels can reduce front desk workload, prioritize housekeeping, and deliver a more personalized welcome.

Transform your front office with automation

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. and insightful post-event analysis, making it easy to plan smarter and deliver exceptional event experiences.

Streamline 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.

Increase housekeeping efficiency through mobility

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.

Effortlessly manage sales and events

OPERA Cloud Sales and Event Management unifies rooms, sales, and event operations into a single system, empowering sales teams to connect seamlessly with meeting planners and efficiently track engagements, appointments, and follow-ups. It streamlines group bookings alongside event management, providing full visibility and control from initial inquiry through final execution. The powerful function diary offers flexible space configurations and multiple view options, enabling users to quickly create, modify, and organize bookings across properties. With integrated tools for managing menus, resources, and catering packages, the solution enhances productivity and collaboration while supporting accurate forecasting and post-event analysis to maximize revenue and deliver exceptional experiences.

Key features

- Customer relationship management
- Account management
- Sales activity tracking
- Leads management
- Sales manager goals
- Event management
- Catering packages and templates
- Resource management

Turn guest loyalty into business growth

Forge stronger guest relationships and drive long-term success with **OPERA Cloud Loyalty**, designed to put you in control of every aspect of your rewards program. Whether you choose to reward points based on spend, nights stayed, or a combination of both, you have full flexibility to tailor the program to your brand and your guests' preferences. Offer tangible rewards, exclusive experiences, or keep certain perks discreet, whatever fits your strategy. Built on accurate, centralized guest profiles, OPERA Loyalty enables seamless recognition and personalized engagement at every touchpoint. Advanced segmentation and data cleansing ensure targeted marketing campaigns that boost repeat business and revenue, helping you turn loyal guests into passionate advocates.

Key features

- Tier management and rules
- Member benefits, rates, and guaranteed availability
- Point calculation engine, including points expiration and bulk award issuing.
- Award Point Redemptions: Rates, package, upgrade, pay with points
- Membership claims

Sell your rooms in more places with distribution

OPERA Cloud Distribution centralizes management of all your channels, from OTAs and GDS to direct booking engines, in one place with real-time rate and inventory updates. Direct-to-source connectivity reduces errors, speeds time to market, and improves the guest booking experience. Scalable for any property, the platform ensures consistent pricing and content across all channels. A single user interface eliminates duplication of work while self-service channel activations and seamless mapping make it easy to onboard and manage connections across a vast global network. Backed by expert support and a 99.7% customer satisfaction rate, OPERA Cloud Distribution helps hotel teams streamline operations and grow revenue with confidence.

Key features
- Self-Service channel activations
- Direct connectivity to global channels, including GDS
- Content management for property, room, and rate plans
- Channel Shop & Book APIs

Generate more revenue through intelligent upselling

OPERA Cloud Guest Engagement and Merchandising solutions help hotels and casinos drive revenue by delivering personalized, high-converting upsell offers from booking through check-in. Using applied artificial intelligence, blending machine learning, optimization, and business rules, the Nor1 powered platform presents guests with relevant upgrades at the right price and time. Never miss an opportunity to gain ancillary revenue as real-time offers are fully embedded into OPERA Cloud workflows, eliminating the need for staff to manually check availability or pricing, and allowing them to focus on delivering exceptional guest experiences.

Key features
- AI-based personalization
- Room upgrades
- Attributes, non-room inventory and services
- Present offers at time of booking, pre-arrival, mobile check-in, and upon arrival

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.

Additional benefits of selecting Oracle Hospitality

Secure by design to protect guest trust

OPERA Cloud is built with security at its foundation, helping hotels protect sensitive guest data and manage system access with confidence. Running on Oracle Cloud Infrastructure, the platform benefits from layered defences that include encryption, role-based access controls, and real-time monitoring. Hotels can define exactly what each user can see and do, supporting strong governance while minimizing risk. Features like single sign-on and multi-factor authentication help reduce complexity while meeting high standards for data privacy and regulatory compliance. With OPERA Cloud, hotels can confidently operate in today's digital environment while keeping guest trust front and center.

Training and support to drive success

Oracle Hospitality offers a robust suite of training and support tools to help users build confidence and maximize the value of OPERA Cloud. The Digital Learning platform delivers on-demand, self-paced training for all roles and property types, accessible anywhere, anytime. With structured learning paths, interactive modules, and knowledge checks, staff can progress at their own pace. Built-in support features include Guided Learning with step-by-step in-app instructions, contextual tooltips, and digital assistants that provide instant answers. Live webinars are also available to support continuous learning and help properties unlock the full potential of their applications.

End-end payments and F&B solutions

Frictionless payments and fraud protection

Oracle Hospitality Payment Cloud Service simplifies transactions, enhances security, and creates a frictionless payment experience for guests and staff alike. Integrated with OPERA Cloud Property Management, this solution streamlines transactions, enhances security, and eliminates third-party complexity. Real-time synchronization ensures smooth operations across departments, while built-in fraud detection uses machine learning to flag suspicious activity and reduce declines. Available in the U.S. and U.K., it helps hotels save time, protect guest trust, and improve the payment experience across rooms and food & beverage with Simphony POS integration.

Food & beverage point of sale

Your restaurant team needs to focus on running the business, not IT. Built with food and beverage needs in mind, **Oracle Simphony point-of-sale** is a transactional platform that delivers the technology hotels and casinos need to run successful restaurants on property. Behind the easy-to-use interface is a powerful and industry-tested software solution that capitalizes on every touchpoint, mining practical insight from key analytics to help achieve business goals. From ghost kitchens to fine dining, Simphony makes it easy to serve guests, attract locals, and keep food and beverage revenue flowing.

Sturdy, smart, and stylish hardware

Restaurants and hotels are tough on technology. From spills and drops to extreme temperature environments, you need hardware solutions with modern features that can withstand the demands of hard, day-to-day use. Maximize your investment with workstation and complementary tools such as Kitchen Display Systems and tablets – all designed to last. Our hardware is designed specifically for the restaurant and hotel environment with the processing power, payment capabilities, and durability you need. It also looks good, featuring a stylish, modern design and slim footprint.

Related products

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

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