

# HEROAPPS

## HeroApps IPTV

### Validated Integration with Oracle Hospitality OPERA Version 5.5

**HeroApps provides complete IPTV entertainment solutions for televisions and mobile devices to enhance in-house, guest experiences in the hospitality industry.**



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[heroapps.in](http://heroapps.in)

With an innovative approach to television advertising and programming, HeroApps Interactive TV creates the opportunity for viewers to communicate with advertisers and programming executives by responding to calls to action.

#### Company Overview

Based in India, HeroApps conducts its research and development in India. Go-to-market and sales activities are focused primarily on the middle east and north Africa (MENA) region under the company name Hero IT Solution, operating from the Kingdom of Bahrain.

#### Integration Overview

HeroApps IPTV solutions are available on set-top boxes (STBs), smart TVs, and mobile devices. The solution provides channels, video on demand (VOD), and over-the-top (OTT) content on all platforms.

The solution's integration with Oracle Hospitality OPERA property management system (PMS) provides guests with access to bill view, guest messaging, alarm services, postings to guest purchase log, and remote check-out. The HeroApps solution remembers the guest by the profile identity assigned by Oracle Hospitality OPERA PMS and can maintain the guest's last setting preferences such as favorite channel, theme setting, channel, and VOD membership plan information with user defined formula (UDF) fields.

Staff members can update minibar consumption and room status with a dedicated staff login.

#### Integration Details

The integration enables the following:

- Receive guest check-in and check-out from Oracle Hospitality OPERA PMS as soon as they are performed.
- Receive a notification from Oracle Hospitality OPERA PMS whenever a checked-in guest performs a room move.
- Receive a notification from Oracle Hospitality OPERA PMS whenever a checked-in guest changes the guest name or language.



#### Oracle Hospitality

Oracle Validated Integration provides customers with confidence that a partner's integration with an Oracle on-premises application is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

**AVAILABILITY**

For additional information about consumer, operational, and enterprise solutions, please contact us at:

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**SUPPORT**

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- Request or receive database swap commands from Oracle Hospitality OPERA PMS to refresh the hotel occupancy status on the vendor system.
- Receive every text message as soon as it is entered into the PMS system.
- Set the PMS message status to “Received.”
- Receive a notification from Oracle Hospitality OPERA PMS whenever a guest requests not to be disturbed.
- Set the room status to clean, dirty, inspected, vacant, or occupied in Oracle Hospitality OPERA PMS.
- Change TV rights from Oracle Hospitality OPERA PMS.
- Set or clear wake-up calls from Oracle Hospitality OPERA PMS.
- Update Oracle Hospitality OPERA PMS with the wake-up status.
- Request Oracle Hospitality OPERA PMS for the guest folio with detailed items.
- Perform remote checkout.
- Receive a notification from Oracle Hospitality OPERA PMS when rolling the business date (NightAudit Start/Stop).
- Post charges to the room by total amount.
- Post minibar charges to the room by total amount or by individual article.

**Technical Details**

Environment	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> <li>• HeroApps IPTV</li> </ul>	<ul style="list-style-type: none"> <li>• Oracle Hospitality OPERA Version 5.5.0</li> <li>• Oracle Hospitality Interface IFC8 Version 8.10.2.0</li> <li>• FIAS Version 2.20.12</li> </ul>
Product ID	
Product ID (FKT)	Description and Name
IFC_HEO	Oracle Hospitality OPERA VSS Interface for “HeroApps IPTV - Hero IT Solution”
Supported Protocol	
FIAS via TCP/IP	