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HOSPITALITY

OPERA Cloud

Technology That Powers Your Hotel Operations and Distribution

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What Is OPERA Cloud?

Oracle Hospitality OPERA Cloud is an enterprise platform for hotel operations and distribution based on cloud technologies. Secure, scalable, and mobile-enabled, the platform offers the comprehensive capabilities hotels need to deliver great guest experiences, improve operating efficiency, and enhance employee productivity.

OPERA Cloud brings to the cloud the power of the OPERA software suite that leading hotels and casinos around the world have relied on for years to manage properties, hotel operations, and distribution.

What Will OPERA Cloud Do for My Key Business Processes?

Check-In/Checkout

+ Provide anytime, anywhere service to your guests using the fully mobile-enabled OPERA Cloud. Untether your front-desk staff so they can check guests in, assign rooms, enable guest services, and check guests out wherever on your property there is internet connectivity.

+ Give you the flexibility to easily integrate with hotel systems and infrastructure (door locks, in-room devices) and access data in OPERA Cloud so you can build your own guest-facing applications.

Housekeeping

+ Increase housekeeping efficiency through instant updates on housekeeping mobile devices when customers check out, freeing up rooms for cleaning.

+ Enable greater flexibility with room management. Improve response time for room-service tasks.

+ Ensure rooms are in perfect condition by promptly identifying and managing room-maintenance needs.

+ Ensure rooms are promptly cleaned and available with enhanced collaboration between the front desk and housekeeping.
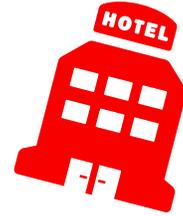
Hotel Back Office

+ Connect operations and financial processes by leveraging prebuilt integrations to accounts receivable, accounts payable, payment gateways, hotel industry applications, and property infrastructure devices.

+ Integrate accounts receivable and commission handling.

+ Ensure accurate guest folios leading to faster, more accurate billing.

+ Automate integration with back-office systems, leveraging interfaces that are easy to manage.

Sales and Distribution

+ Increase room occupancy and ADR through real-time rate and availability management across distribution channels.

+ Boost sales through direct booking channels on brand.com.

Revenue Management

+ Empower managers to improve ADR with extensive options for setting rates.

+ Empower managers to improve ADR with advanced rate-management features for manual and semi-automated revenue management.

+ Automate revenue management through integration with third-party revenue-management platforms.
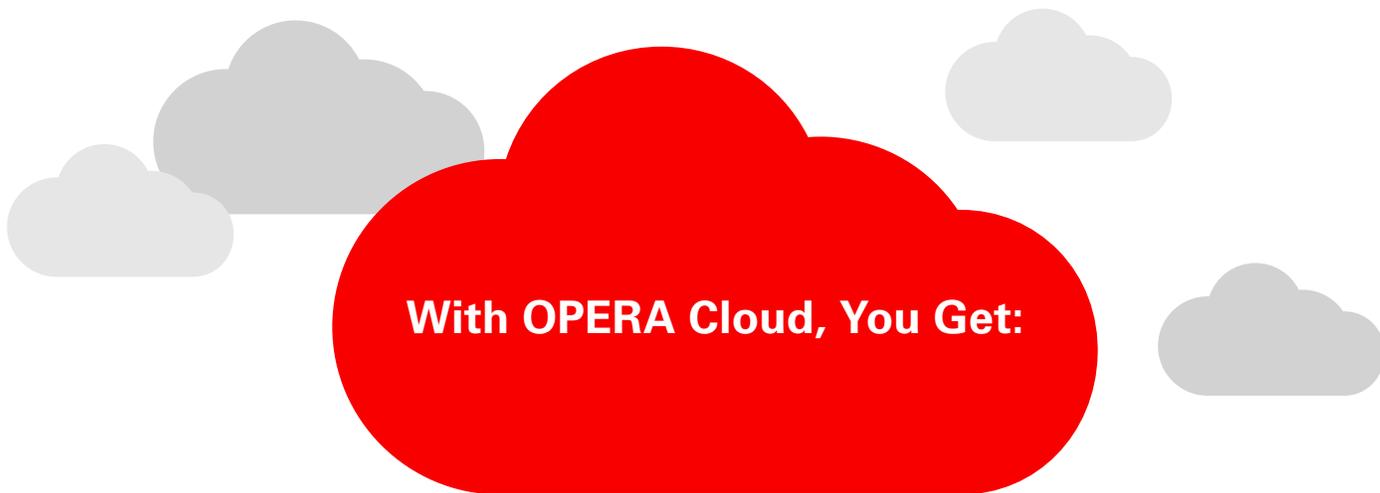
Customer Data Management

+ Centralize and secure customer data. Improve the quality and accuracy of guest profiles.

+ Help you understand customer buying patterns so you can define more targeted packages and services.

+ Ensure compliance with national and international data-compliance rules.

IT Operations

+ Simplify IT in your properties. Relieve local hotel operations of the need to manage and support complex IT systems.

+ Provide 24/7 global support services for all systems running in the cloud.

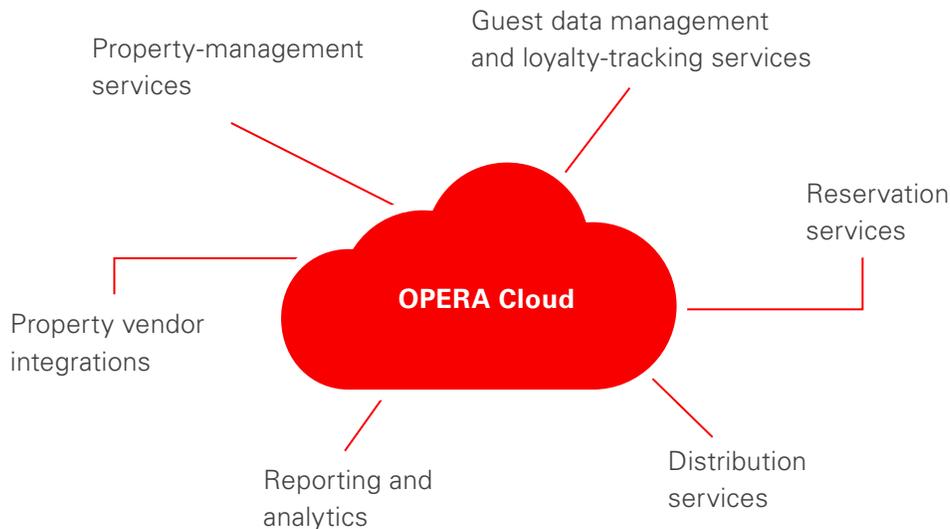+ Give you new capabilities through software updates with minimal business interruption.

With OPERA Cloud, You Get:

Faster innovation	With OPERA Cloud, you can bring new properties online more quickly. Each new release brings new capabilities to help you deliver great guest experiences, improve operating efficiency, and increase employee productivity.
Lower IT complexity and costs	With OPERA Cloud, you can lower upfront capital expenditure on software and hardware. By going above-property, you can also reduce IT complexity and IT costs.
Increase in RevPAR and ADR	With OPERA Cloud, you can effectively manage rates and allocation of rooms to various distribution channels, helping to maximize occupancy, rates, and revenue.
Enhanced customer lifetime value	With OPERA Cloud, you get a single customer master with comprehensive guest profiles that allow you to personalize and differentiate guest experiences.
Enhanced data security, scalability, and reliability	OPERA Cloud runs on state-of-the-art infrastructure built using Oracle's complete technology stack, from hardware to databases, middleware, and software.

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What Capabilities Will OPERA Cloud Provide?

OPERA Cloud is a purpose-built cloud solution for the hospitality industry. Deployed on Oracle hardware and software at Oracle data centers, OPERA Cloud is a completely web-based, mobile-enabled, multicurrency, multilingual global solution with key capabilities to meet the needs of hotels of various sizes and complexities.

Property-management services

Guest data management and loyalty-tracking services

Reservation services

OPERA Cloud

Property vendor integrations

Distribution services

Reporting and analytics

OPERA Cloud Is Available in Two Bundles

These two bundles meet the varied requirements of hotels, ranging from individual hotels to large global hotel chains. A modular design and extensive configuration options allow OPERA Cloud deployments to be tailored. Global hotel chains can meet their complex functionality and stringent availability requirements with the OPERA Enterprise Cloud Service. Small hotel groups and independent hotels can meet their operational needs with the OPERA Professional Cloud Service.

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Did You Know?

+ 40,000+ properties around the world are managed using OPERA solutions.

+ More than five million rooms are managed using OPERA solutions.

+ 50 percent of OPERA customers in EMEA have moved to the cloud.

+ Oracle Hospitality provides hosting services to 7,000+ customers.

+ 70 percent of companies have adopted cloud computing, according to a Harvard Business Review survey.[*]

+ 74 percent of companies say that the cloud has provided their organization with competitive advantage.[*]

To learn more about Oracle Hospitality **OPERA Cloud,** please contact us or visit:

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[*] https://hbr.org/resources/pdfs/tools/Verizon_Report_June2014.pdf

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