

Oracle Hospitality OPERA Gaming Cloud Service



IMPROVE CASINO HOTEL OPERATIONS

KEY FEATURES

- Clear, self-explanatory screens
- Top-notch security
- Real-time, on-demand reports
- Easy, automated accounting

KEY BENEFITS

- Track, manage, and optimize guest and player information
- Enrich guest experiences through attentive service and tangible rewards
- Enjoy lower total cost of ownership, with no additional hardware required for installation
- Improve guest satisfaction through better-managed comps

Today's casino is about far more than just slots and table games. Many casinos derive more than half their revenue from nongaming sources such as hotel rooms, food and beverage, retail, and spa operations. Casino operators must connect the player with guest data to deliver the experience that customers expect. With the activation of the Oracle Hospitality OPERA Comp Accounting module, you can manage complimentary services—or “comps”—from the perspective of guest folios, financial accounting, and corporate profitability. The result: more profitable casino operations.

Connect Player Data with Guest Profiles

Powered by Oracle Hospitality OPERA Property Cloud Service, Oracle Hospitality OPERA Gaming Cloud Service can be activated quickly and easily to provide the features and functionality required by casino hotels to efficiently manage all aspects of their businesses.

Regardless of where your guests register—at the front desk, online, by phone, or by e-mail—Oracle Hospitality OPERA Gaming Cloud Service enrolls them in your player tracking system, which can help facilitate your property key interface in creating a single key card for both the guest room and the casino. Alternatively, if the player tracking system has already captured the guest's player profile information, Oracle Hospitality OPERA Gaming Cloud Service can look up and push the information to Oracle Hospitality OPERA Property Cloud Service to expedite guest service.

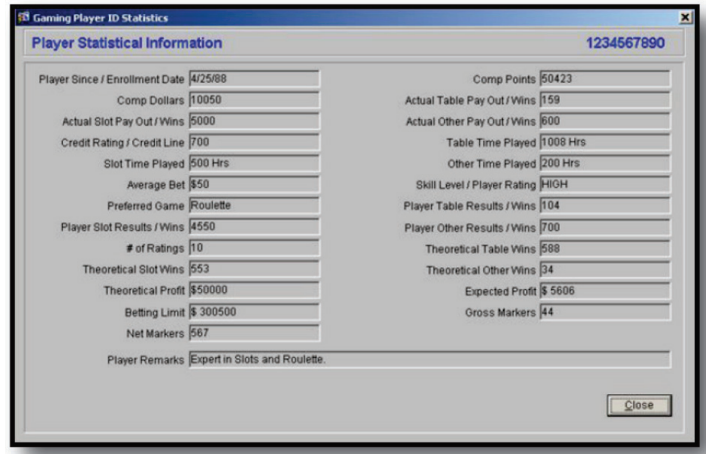
Keeping both systems synchronized with the same player profile information makes both your Oracle Hospitality OPERA property management system and your player tracking system stronger and more efficient. Complex user rights ensure that all users access the correct modules.

Reservations

With Oracle Hospitality OPERA Gaming Cloud Service, guest hotel reservations data held within other Oracle Hospitality OPERA applications will be sent to your player tracking system to help provide a comprehensive footprint for the player profile. Reservation details stored within the player tracking system can also provide full historical data for your player profile.

Real-Time Player Information

Oracle Hospitality OPERA Gaming Cloud Service is accessible from any workstation running the Oracle Hospitality OPERA suite. This means that guest service agents have access to real-time player tracking information, allowing them to be up to date with the latest player information to deliver superior customer service.



The screenshot shows a window titled "Gaming Player ID Statistics" with a sub-header "Player Statistical Information" and a player ID of 1234567890. The window displays various statistics for a player, organized into two columns. The left column includes: Player Since / Enrollment Date (4/25/88), Comp Dollars (10050), Actual Slot Pay Out / Wins (5000), Credit Rating / Credit Line (700), Slot Time Played (500 Hrs), Average Bet (\$50), Preferred Game (Roulette), Player Slot Results / Wins (4550), # of Ratings (10), Theoretical Slot Wins (553), Theoretical Profit (\$50000), Betting Limit (\$ 300500), Net Markers (567), and Player Remarks (Expert in Slots and Roulette). The right column includes: Comp Points (50423), Actual Table Pay Out / Wins (159), Actual Other Pay Out / Wins (600), Table Time Played (1008 Hrs), Other Time Played (200 Hrs), Skill Level / Player Rating (HIGH), Player Table Results / Wins (104), Player Other Results / Wins (700), Theoretical Table Wins (588), Theoretical Other Wins (34), Expected Profit (\$ 5606), and Gross Markers (44). A "Close" button is located at the bottom right of the window.

Player Statistical Information	
Player Since / Enrollment Date	4/25/88
Comp Dollars	10050
Actual Slot Pay Out / Wins	5000
Credit Rating / Credit Line	700
Slot Time Played	500 Hrs
Average Bet	\$50
Preferred Game	Roulette
Player Slot Results / Wins	4550
# of Ratings	10
Theoretical Slot Wins	553
Theoretical Profit	\$50000
Betting Limit	\$ 300500
Net Markers	567
Player Remarks	Expert in Slots and Roulette
Comp Points	50423
Actual Table Pay Out / Wins	159
Actual Other Pay Out / Wins	600
Table Time Played	1008 Hrs
Other Time Played	200 Hrs
Skill Level / Player Rating	HIGH
Player Table Results / Wins	104
Player Other Results / Wins	700
Theoretical Table Wins	588
Theoretical Other Wins	34
Expected Profit	\$ 5606
Gross Markers	44

The gateway interface between Oracle Hospitality OPERA Gaming Cloud Service and gaming systems provides real-time player statistics for superior customer service.

Turn Comps into Business Strategy

Casino hotels have two related obligations: They must satisfy the needs of gaming enthusiasts and hotel guests while remaining profitable by efficiently managing their businesses. The Oracle Hospitality OPERA suite enables casino hotels to meet these needs. With the addition of Oracle Hospitality OPERA Gaming Cloud Service, the hospitality and gaming industries can experience the integrated solution for tracking, managing, and optimizing guest and player information.

Player Snapshot Overview

The Oracle Hospitality OPERA Comp Accounting module within Oracle Hospitality OPERA Gaming Cloud Service makes it easy to manage your player charges within the hotel because the player overview screen can provide a snapshot of information. Agents can use this screen to identify players who are due to arrive or due to check out, compare guests' current folio balances with their comp balances, or make an inquiry to your player tracking system for up-to-the-minute statistics to help determine additional comps that might be available.

Regulate Control

Oracle Hospitality OPERA Comp Accounting offers functionality to restrict the amount and the postings that an authorized user is approved to comp. An easy-to-read screen monitors your authorizers' comp charges for a day and provides a drill-down link for more detailed information. An easy-to-use Comp Journal screen enables agents to view declined comp postings and track the reason why the player tracking system declined it. Agents can then manage that posting by either resending to the player tracking system for approval or drilling down and viewing the guest's folio.

RELATED PRODUCTS

The Oracle Hospitality OPERA suite includes

- Oracle Hospitality OPERA Property Cloud Service
- Oracle Hospitality OPERA Mobile Cloud Service
- Oracle Hospitality OPERA Room Reservation System
- Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Service
- Oracle Hospitality OPERA Advanced Reporting and Analytics Cloud Service
- Oracle Hospitality OPERA Sales and Catering Cloud Service
- Oracle Hospitality Web Proposal Cloud Service
- Oracle Hospitality OPERA Web Self-Service Cloud Service
- Oracle Hospitality Web Booking Engine Cloud Service
- Oracle Hospitality OPERA Gaming Cloud Service
- Oracle Hospitality OPERA Vacation Ownership System Cloud Service

Property	Room	Name	Arrival	Departure	Comp Balance	Balance	Player ID
CASINO	4072	Cooper, Alan	10-17-04	10-18-04	370.00	191.00	111555111
CASINO	4076	Margenelli, Monica	10-17-04	10-18-04	120.00	256.50	77
CASINO	4078	Gibson, Roy	10-17-04	10-21-04	15.00	25.55	85
CASINO	4080	Sanders, Mike	10-17-04	10-21-04	108.00	0.00	89
CASINO	2052	Alkins, Chris	10-08-04	10-18-04	15.00	114.80	WYNN58753000C

Oracle Hospitality OPERA Comp Accounting provides an easy-to-use overview screen that gives a snapshot of each player's status.

Automated Accounting

Easy, automated accounting allows for simple reconciliation of transaction-coded comps. With Oracle Hospitality OPERA Comp Accounting, detailed accounting of these transaction-coded comp charges makes reconciliation with your player tracking system effortless. Property-specific configuration enables country, state, or local rules to be met, such as including or excluding taxes when a charge is comped. Routing instructions eliminates the need for your guests or agents to manage paper forms or vouchers, because everything is online and tracked, even after guest checkout.

Detailed Reporting

Detailed reporting within the Oracle Hospitality OPERA property management system enables agents and hotel operators to obtain real-time guest, player, and comp data, as well as detailed or summarized historical data for your guest profiles. Standard reports offer a summary or a detailed revenue breakdown by comp postings and by the specific authorizer.

CONTACT US

For more information about Oracle Hospitality OPERA Gaming Cloud Service, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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Hardware and Software, Engineered to Work Together

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