Opera

Fully Integrated
Hotel Management System

PROTEL

OPERA Hotel Management System

Ideal solution for hotels and hotel chains of all sizes

OPERA Hotel Management System, is a family of completely integrated and scalable products consisting of modules that can be easily added and developed. With this feature, OPERA can be used in all operations ranging from a small hotel with single location to international hotel chains with multiple locations. With OPERA's specially scalable functions for your hotel, you can manage your business more efficiently and profitably than ever before. At the same time, you will have all the functions you need with the most cost effective way.

The unique feature of the OPERA Hotel Management System is its ability to go beyond the standards, facilitating the management of the most complex operational processes. In addition, the use of the latest technology ensures the strongest technical platform* that you need when moving your business to the next level.

Ease of Use

In addition to its flexible and powerful structure, OPERA provides a better customer service with its user-friendly interface by facilitating the work of employees and the management in all operations. In this way, you get more satisfied customers and more business potential.

7x24 Support

Experienced support teams are available 24 hours a day, 7 days a week, so that your operation will never be interrupted. Your satisfaction turns into the satisfaction of your guests In this way you gain regular and loyal customers.

* Opera Oracle Enterprise edition database

Management from a single interface

Central Civil Registration System Integration

Automatic update of exchange rates

Automatic transfer of scanned passports and identity information

More practical operations with the improved functions of OPERA

- Actions that can be performed through a "single interface", which facilitates training of new employees,

- Accurate and complete processing of guest profiles with identity reader integration,

- Opera completes the missing guest information by connecting civil registry office(Central Civil Registration System), ensures complete data transfer to police directorate and reduces the workload of the reception,

- Exchange rate data is transferred automatically to Opera from Central Bank of Turkish Republic,

- Reservation confirmation can be sent to the guest via e-mail,

- Notifications can be sent to the guests via SMS, MMS, and e-mail,

- It can be used in English, Turkish, German and many other languages depending on user preference,

- It can be integrated with a wide variety of 3rd party systems through hundreds of available interface connections.

MULTI PROPERTY

Central Management System for Your Hotel Chain

OPERA Multi Property is the first and only solution that enables the management of an unlimited number of hotels in a truly integrated manner on the same database. This powerful and integrated solution provides instant data consolidation between all businesses without requiring any interfaces or synchronization. This allows you to manage your hotel from a single center, to access other hotel information from any hotel, and to avoid registering guest information separately in your different hotels.

Why OPERA Multi Property?

- With consolidated guest profile data, repetitive data entry in different hotels is prevented.

- Guest and company profiles are displayed on a single screen in the same format in all the hotels.

- Guest satisfaction is increased by fulfilling the preferences of all guests in the same way.

- Event management, sales and booking departments can be centralized.

- A call center can be constituted.

- Easy and standard price management can be done in all hotels,

- Consolidated reporting is provided.

- Business processes and standards in all businesses can be managed.

REPORTING

All the reports your hotel needs and more…

With the reporting function of OPERA, all the reports that your hotel needs are readily presented. With advanced reports, you can see your past statistics and future forecasts. In that way, you can increase your income and profitability by making the right decisions for your business. You can send the report you want at any time through automatic e-mail to the person you want. So you can keep track of all the details of your business.

Tarih	Satılan Oda	Gelen Oda	Bed. Persons Oda	Persons 1.Oda	Garanti Münt.	Garantisiz Münt.	Garanti Grp	Garantisiz Grp	Dol. %	Oda Gelir	Ort. Fiyat	Ayrılan Oda	KD Oda	Yet. & Çoc.
Geçmiş														
05.10.08 Paz	34	28	1	0	30	0	4	0	23.54%	5,277.43	155.22	33	2	42
06.10.08 Pzt	81	56	1	0	75	0	6	0	57.04%	14,831.66	183.11	8	2	88
07.10.08 Sal	126	71	1	0	108	0	18	0	88.73%	24,016.53	190.61	26	2	148
08.10.08 Çar	108	14	1	0	89	0	19	0	75.52%	20,855.11	193.11	22	1	131
09.10.08 Per	70	0	1	0	55	0	15	0	48.95%	12,784.78	182.64	38	1	87
10.10.08 Cum	70	12	1	0	64	0	15	0	51.30%	22,388.11	283.39	3	1	102
11.10.08 Cts	66	0	1	0	51	0	15	0	42.88%	16,425.83	248.88	13	1	85
Aratoplam	564	181	7	0	472	0	92	0	55.29%	116,580.48	206.70	153	10	683
Tahmin														
12.10.08 Paz	104	24	1	0	81	0	33	10	87.50%	40,779.54	392.11	14	1	132
13.10.08 Pzt	117	25	1	0	72	0	35	10	75.97%	62,428.23	533.58	12	1	145
14.10.08 Sal	129	43	1	0	89	0	50	10	83.77%	88,548.77	686.42	30	1	183
15.10.08 Çar	161	53	1	0	85	0	86	10	104.55%	121,012.04	751.63	17	1	186
16.10.08 Per	161	24	1	0	46	0	105	10	104.98%	106,301.86	678.89	38	1	190
17.10.08 Cum	91	6	1	0	34	0	47	10	59.09%	50,082.84	550.14	83	1	108
18.10.08 Cts	57	1	1	0	22	0	25	10	37.01%	33,327.76	584.70	20	1	61
19.10.08 Paz	55	12	1	0	23	0	22	10	35.71%	30,857.07	561.76	13	1	56
20.10.08 Pzt	44	11	1	0	20	0	15	0	28.57%	20,296.85	597.86	7	1	45
21.10.08 Sal	41	8	1	0	20	0	12	0	28.62%	25,744.35	827.91	8	1	43
22.10.08 Çar	70	33	1	0	45	0	25	0	45.45%	51,001.00	728.59	5	1	72
23.10.08 Per	102	3	1	0	20	0	75	0	66.23%	37,374.56	366.42	31	1	104
24.10.08 Cum	83	0	1	0	10	0	73	0	53.90%	20,162.56	242.92	19	1	84
25.10.08 Cts	79	3	1	0	7	0	72	0	51.30%	17,072.55	216.11	8	1	81
26.10.08 Paz	36	11	1	0	16	0	20	0	23.38%	18,453.27	429.96	4	1	42
27.10.08 Pzt	43	8	1	0	23	0	20	0	27.92%	21,061.61	489.80	1	1	56
28.10.08 Sal	17	1	1	0	6	0	11	0	11.04%	4,597.41	270.44	18	1	19
29.10.08 Çar	29	11	1	0	15	0	10	4	18.83%	17,115.72	590.20	2	1	35
30.10.08 Per	41	0	1	0	11	0	26	4	26.62%	16,829.03	410.46	4	1	45
31.10.08 Cum	30	0	0	0	0	0	20	4	19.48%	8,354.05	278.47	11	1	32
01.11.08 Cts	25	1	0	0	1	0	24	0	16.23%	4,377.19	175.09	6	1	28
02.11.08 Paz	15	4	0	0	4	0	11	0	9.74%	4,822.97	321.53	1	1	17
03.11.08 Pzt	17	2	0	0	6	0	11	0	11.04%	6,639.63	390.57	0	1	19
04.11.08 Sal	34	2	0	0	5	0	29	0	22.08%	8,072.30	237.42	3	1	52
Aratoplam	1581	284	19	0	628	0	861	92	42.78%	821,331.14	519.50	345	24	1821
Toplam	2145	465	26	0	1100	0	953	92	45.48%	937,911.62	437.25	498	34	2504

Price Management

In the hotel industry where competition is intense, OPERA "price management" function plays a key role in success. Flexible pricing strategies that can be managed easily through OPERA provide you with the perfect tool to increase your income. Especially when used in an integrated manner with myfidelio.net* your prices on internet portals are directly managed from within Opera.

Presented pricing strategies;

- Pricing based on the length of stay
- Variable pricing based on availability
- Daily variable price
- Special discounts for contracted companies
- Automatic change of all prices through single change with "base rate" which is a reference to all rooms and price types

Koşul	If Occupany is Less	50	◉ Yzde ○ Kat
Kısıtlama Tipleri	Closed for Arrival		
Koşul	If Occupany Reaches	75	◉ Yzde ○ Kat
Kısıtlama Tipleri	Closed for Arrival		

Oda Tipleri		STW	SFR	SUI
Çifte rez. Dahil.		22	82	7
Fiziksel Envanter		22	82	7
ENIYI1	EUR	Close	Close	Close
ENIYI2	EUR	Close	Close	Close
ENIYI3	EUR	125.00	135.00	230.00
ENIYI4	EUR	Close	Close	Close

* With myfidelio.net integration, you can centrally manage your prices in hundreds of ADS and GDS distribution channels worldwide.

Marketing

OPERA hotel management system is integrated with industry leader platforms in interactive marketing. Through integrated e-marketing platforms, you can send e-mails and surveys all over the world without falling into the "spam" folder. You can get reports of your SMS and MMS details such as reading and clicking rate etc. With multi-language support, you can send your guests, surveys, and messages in their native language.
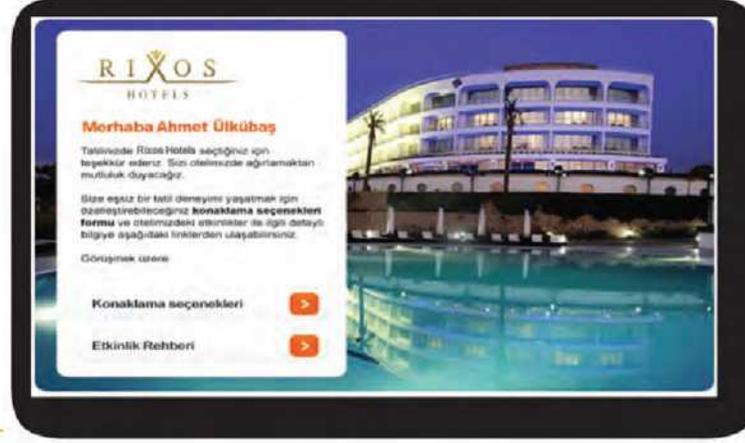
Through the integration;

- You can trigger automatic transmission depending on the functions in the OPERA system. During booking entry, check-in, and check-out, you can automatically send e-mails and/or SMS messages to the guest via the system.
- Through the real-time transfer of the information from OPERA database to the platform, you can use the most up-to-date data during bulk e-mailing and messages.
- You can organize a variety of interactive marketing campaigns (SMS, MMS, E-mail, Survey) through a single platform.
- With online surveys, you can take the pulse of your customers; you can compile and analyze the returns without the need to enter another system.
- Depending on the profile details, you can send automatically triggered personalized messages. You can define automatic campaigns based on your guests' information such as birthday, wedding anniversary, demographic information, and much more.

Advanced Database and Security

OPERA uses the most reliable database system, the ORACLE Enterprise Edition database. All necessary technical infrastructure to avoid any data loss in any point of the operation is available. In addition to preventing data loss, OPERA and ORACLE are also very successful in ensuring data security.

OPERA is the ONLY hotel management system holding the international PCI DSS (Payment Card Industry Data Security Standard) certificate of compliance in Turkey.
PCI DSS standards are set by all international credit card companies. It aims to protect users credit card information. By fully protecting the privacy of your guests with these standards, it will prevent possible card fraud, gain the trust of your guests, reinforce your brand image and prevent financial losses.

PROTEL

Integrated User Friendly
Innovative Open
Environment Friendly Various
Strong
Flexible
Functional

(0850)
333 77 85
www.protel.com.tr