Pronto OSS External Billing Gateway – Micros Fidelio

Integration with Micros Fidelio Opera Property Management System

Extending P-WLAN solutions in hospitality markets requires integration with existing hospitality billing systems. Hotel guests demands multiple choices in the subscription, use, accounting, and billing of their P-WLAN service. Availability of Wi-Fi service at hotels has grown from 1,000 to 25,000 from 2002 to 2007. Some hotels would like to offer Wi-Fi as an amenity, others would like to offer a one-time password. Some would rather have the Wi-Fi service be handled by a third party, while others would like to have the Wi-Fi service integrated with the hotel’s guest and property management system. Integration with a hotel’s property management system allows the hotel to design a service specific to their needs, and allows the Wi-Fi service to be integrated into the guest’s room bill.

Integrating the Pronto OSS with Micros Fidelio’s OPERA Property Management System (PMS) now allows effective and easy deployment of a Wi-Fi solution at the full breadth of hotel properties – from single hotels to global, multi-branded hotel chain environments. Fidelio Opera PMS remains the most popular guest and property management system in the hospitality industry. Service providers using the Pronto OSS can now offer custom solutions to their various hospitality customers, leveraging this integration to create a successful guest Wi-Fi experience.

The highlights of this integration are:
- Guest Wi-Fi service charges are now included on the hotel bill.
- Hotels can still offer varied Wi-Fi service pricing options to guests, visitors, etc.
- Guest credentials can be tied into corporate affinity and guest-loyalty programs that are valid across the entire chain of hotels, not just a single location.
- Centralized authentication, monitoring, and accounting provides reliable service availability and protects against unauthorized and fraudulent use.
- Guest access to Wi-Fi service can be controlled, since all access is now accounted for, and differentiated from visitors accessing the service.

Integration Architecture

The deployment architecture utilizes a TCP/IP interface compliant with MICROSOFT-Fidelio’s Interface Application Specification. Fidelio PMS communicates with the WLAN systems at the property premise, as shown in the Fidelio Integration Network Diagram nearby.

The Pronto Hotspot Controller (PHC) connects to the Fidelio PMS through the Hotel LAN. Optionally, connectivity through the serial port is also allowed.

In its normal mode of operation, the PHC provides authentication and subscriber management of Internet access services at the property. In this specific scenario, it also acts as a router for traffic between the PMS and the centralized Pronto OSS where the subscriber database and other centralized billing and network data for all the locations is maintained. Guests can also receive local content (walled garden Internet sites) and services from the hotel while allowing the hotel to showcase its brand.
A hotel wireless LAN network enables guests to do all of the following during their stay:

- Browse the Web at the pool or in the fitness center.
- Remotely and securely access their corporate networks from their room.
- Review online schedules and get driving directions.
- Share a high-speed Internet connection with multiple conference participants.
- Remotely print from guestrooms to printers in the business center.
- Conduct videoconferences with associates or family members.

This integration allows the property owner to offer the following authentication and billing options to the guests:

1. ‘Pay as you go’ with credit card via online sign up
2. ‘Pay as you go” with charges to the hotel bill
3. Pre-paid blocks of time
   a. Hotel pre-paid day pass
   b. Hotel gift card
   c. Promo free trial account
4. Pre-pay through direct end-user billing via credit card through online sign up
5. Recurring billing for services
6. Create franchisee-specific loyalty programs.
7. Enjoy a single-source solution for nation-wide on-site service.
8. Roaming authentication for Boingo/Gric/Ipass users

The options are displayed on the splash web page that is presented when the guest attempts to browse the Internet and on the customer portal (displayed nearby) where the guest can check his account information.

In any given location, the following access scenario will become available and localized content, if properly configured and supported by the deployment network topology, might be rendered at a specific area in the hotel:

1. For registered guest access
   a. Hotel guest in-room access
   b. Hotel guest public access area
   c. Other: Room service, laundry
2. Unregistered guest-Controlled access
   a. Hotel lobby, restaurant/bar area, pool area
   b. Hotel guest public access area
3. Hotel management and employee access to a wireless-enabled infrastructure
   a. FrontDesk/Reception/Concierge

Examples: Event planning/hotel facilities scheduling and sales.

The integration tracks the following events:

1. Guest Check In
2. Guest Check Out
3. Guest Authenticates against the PHC in the hotel premises
4. Guest is charged at the end of each session.
The PMS interface is a bi-directional interface. When the two-way PMS feature is enabled, the Pronto OSS keeps track of the room status (check in/out). It maintains a local copy of guest information and allows a guest to connect to the Internet even if the PMS is unavailable. Pronto OSS stores the incurred charges and sends them to the PMS when the link is re-established. The integration includes an administrative option to test the physical connection and transfer of data between Pronto OSS™ and PMS.

Property Management System Options:
1. The PMS interface can be enabled/disabled as desired by the property owner.
2. The targeted PMS system is completely configurable, i.e. address/port (snapshot nearby).
3. The OSS supports multiple franchisee/locations/sites and each site can have billing to its own PMS. However, each PHC only support a single PMS system.
4. Two-way PMS synchronization, when enabled, allows the database resync time can be configured.

The Pronto OSS can now track the guest check-in and check-out process, and also transfers the authentication sessions to the PMS on a periodic basis. The snapshot nearby describes how additional parameters such as room number, etc. can be configured in the OSS.

Additional information is available in the billing gateway documentation from Pronto Networks.
Ordering Information

For the Pronto OSS, the Micros Fidelio PMS gateway is available as an optional billing gateway. A single licensed copy of the Pronto Fidelio Billing gateway is required per copy of the Pronto OSS.

For Pronto Managed Services Platform (MSP) customers, there is a monthly charge per PMS system for the billing gateway for WISP customers.

For the Micros Fidelio Property Management System, a specific part number has been defined for the Pronto Hotspot OSS, and this can be ordered directly from Micros.
Name: Pronto Hotspot OSS
FKT_LOGO: PHS
Type: WWW
Part-No: 5009-128 and IO-5009-128

About Pronto OSS
The Pronto Hotspot OSS™ supports authentication, authorization and accounting (AAA) services to manage access and billing of WLAN users across multiple Hotspot locations and network domains. By incorporating both network-edge provisioning and end-user authentication management, with flexible billing capabilities, Pronto Networks is uniquely positioned to assist hospitality operators in rapidly delivering next generation Wi-Fi services to their customers.

Additional information can be obtained from www.prontonetworks.com

About Fidelio PMS
Fidelio PMS is one of the most popular property management systems used in the hospitality industry (hotels, resorts, etc.) to manage customer records and guest services.

Additional information can be obtained from www.micros.com