Alcatel·Lucent
Enterprise

ACCOR HOTELS
FOLS certified with OmniPCX Enterprise™ and OXO Connect ™

Accor is a global hotel operator & franchisor, as well as a market leader in Europe, Latin America, Middle East & Africa and Asia Pacific. FOLS is defined as a "Front Office Computer" also called PMS (Property Management System).

Integration Overview:

FOLS is a PMS application and provide Front Office interface (.NET, WPF client).
FLINT is the application (running on same server as FOLS or separate one) that is handling the PBX link according to PBX brand and handle the exchanges from/to FOLS.
FOLS manages guest stays, allowing activating interfaces in the guest room: PBX, PAY TV, WIFI… Interfaces check-in are managed by FLINT: an action queue is created to record check-in, check-out, wake-up (...) initialized in FOLS. FLINT service and threads treat this action queue and get all messages from the interfaces. Messages from the interfaces are parsed and sent to FOLS if needed: posting, wake-up status, room status… FOLS application could handle only the Room Management mode.

Integration Details:

The application interacts with the OmniPCX Enterprise via AHL interface) the OXO Connect on TCP/IP (via OHL) to manage hotel guest phone, real time billing of guest telephone call charges, wake-up to the hotel Front Office System.
Features for hotel and hospitality applications:
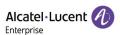Check-in a room, check-out, room status, wake-up and modify some parameters (name and language).

Technical Details:

Environment	
Partner	ALE
• FOLS v7.15 / FLINT v8.2	• OmniPCX EnterpriseR101™ • OXO Connect R6.1 ™
Supported APIs/Protocols	
• AHL via TCP/IP • OHL / OLD	

For technical support, contact:
Tel: +33 1 61 61 79 38
Fabien.RIAILLE@accor.com

Accor
4 Rue de la Mare Neuve
Evry, France
Tel: +33 1 61 61 84 19

www.accorhotels.com

Company Overview:

Accor is fully committed to imagining your future and ensuring your success by building a long-term relationship. Your success is our success.

Accor's strategy is to accelerate hotel development, through both organic growth and acquisition. The expansion of the Accor network continues at a rapid pace, with a record 100,000 rooms opened last year.

Geographically speaking, they focus on reinforcing their positions in markets where we are already leaders (Europe, Americas and Asia Pacific). However, we are also focusing in emerging markets, notably in the Middle East, South-East Asia and Sub- Saharan Africa.