

PONANT EXPLORATIONS Sets Sail with Oracle Symphony Cloud

In a move to enhance its luxury cruise experience, PONANT EXPLORATIONS, a French cruise operator renowned for its intimate and high-end expeditions, has announced the adoption of Oracle Symphony Cloud point-of-sale (POS) across its fleet. This strategic deployment will empower cruise staff with the tools to process orders from anywhere on board, ultimately delivering a more seamless and personalized service to guests.

With 13 luxury ships in its fleet, PONANT EXPLORATIONS is dedicated to providing top-tier hospitality and experiences for its passengers. The company has long embraced technology to optimize its operations, and the integration of Oracle Symphony Cloud POS is the latest step in its ongoing digital transformation. The pilot implementation will begin in May 2025, with full deployment expected by the end of the year.

Elevating Guest Service with Mobile POS

"Our goal is to offer the best possible experiences while adapting to the evolving needs of our guests," said Jean-Louis Cambert, CIO of PONANT EXPLORATIONS. "With Oracle Symphony's mobile-enabled POS, our staff will be equipped to provide outstanding service across all dining areas, from fine dining establishments to poolside bars and in-room service. This will not only enhance the guest experience but also simplify operations for our crew. Additionally, moving to a full SaaS environment for our shore-side infrastructure will streamline our IT systems and reduce complexity."

The implementation of Oracle Symphony Cloud POS will allow cruise staff to take orders from anywhere on board, ensuring a smooth and efficient service. Guests will also enjoy the convenience of multiple payment options, including stateroom charges, credit cards, and mobile payments. This flexibility aligns with the modern traveler's expectation for effortless, digital-first transactions.

A Step Towards Full Digital Integration

As a long-time Oracle customer, PONANT EXPLORATIONS already utilizes Shipboard Property Management and Fleet Management solutions. By integrating Symphony Cloud POS, the company will gain a holistic, real-time view of reservations, popular menu items, inventory management, and guest preferences. This wealth of data will enable PONANT EXPLORATIONS to enhance operational efficiency and deliver more tailored services.

The transition to cloud-based operations marks a significant step forward in cruise line management. As connectivity on ships continues to improve, cruise operators are increasingly able to leverage cloud innovations. According to Alex Alt, Executive Vice President and General Manager of Oracle Consumer Industries, "Using our comprehensive suite of cruise line

solutions, PONANT EXPLORATIONS will have the tools and data intelligence to better manage onboard operations, from room management to restaurants, ensuring an exceptional guest experience."

Oracle Hospitality at Seatrade Cruise Global Conference

To showcase its cruise technology solutions, Oracle Hospitality will be exhibiting at the Seatrade Cruise Global Conference in Miami, Florida, from April 7-10, 2025. Visitors to booth #3400 will have the opportunity to experience live demonstrations of Oracle Symphony Cloud POS, along with Oracle's Shipboard Property Management and Fleet Management systems.

About PONANT EXPLORATIONS

For over 35 years, PONANT EXPLORATIONS has been dedicated to luxury travel and responsible tourism. With a fleet of 13 small, environmentally friendly ships, the company offers unique and inspiring voyages across the globe. More information is available at www.ponant.com.

About Oracle Hospitality

Oracle Hospitality has more than 45 years of experience in providing technology solutions to the cruise and hospitality industries. Through its comprehensive suite of shipboard management, POS, and analytics solutions, Oracle helps cruise lines maximize efficiency, boost revenue, and enhance guest experiences. By integrating cloud-based tools with open APIs, Oracle accelerates innovation and lowers IT costs, making digital transformation seamless for the hospitality sector.