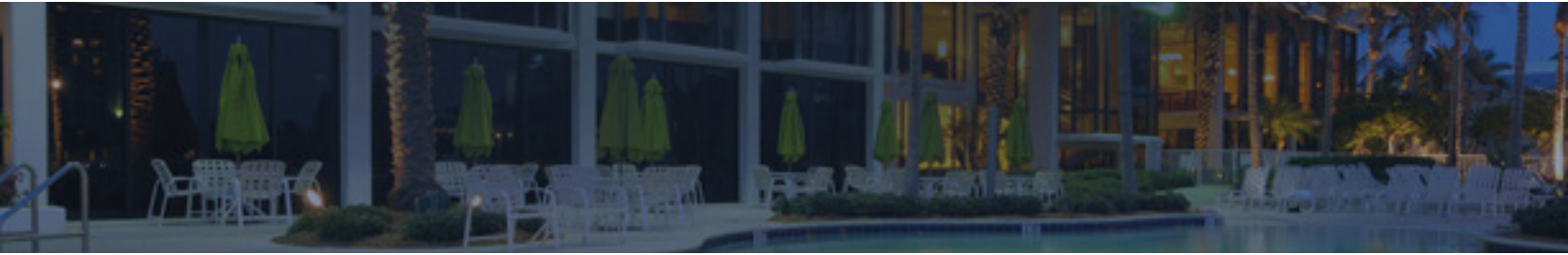# SMS

SPRINGER-MILLER SYSTEMS
SMS|HOST® AND ALICE INTERFACE

Interface Functionality

Springer-Miller Systems' SMS|Host's interface with ALICE utilizes our web servicing technology, SMS|Diplomat, to provide seamless integration with ALICE's mobile operations platform.

ALICE connects every department in a hotel with one platform for all staff communication and guest requests. Housekeeping, Maintenance, Front Desk, Concierge, F&B, Valet, and all departments involved in the operations side of the hotel business use ALICE to dispatch, receive, track and manage their internal work and guest requests. By eliminating the need for multiple, fragmented software systems for each department, or radios and pen and paper, ALICE allows your staff to work together as a unified team on a single platform.

The interface uses a collection of XML messages to communicate directly between the systems. This enables SMS|Host to send information to ALICE, thereby creating a cooperative processing environment.

Interface Benefits

SMS|Host's integration to ALICE eliminates discrepancies in data between systems that can lead to inaccurate information, poor customer response times and missed opportunities. This interface allows both systems to have improved accuracy of information and overall efficiency through:

- Near real-time delivery of SMS|Host booking information whenever reservations are created, modified or canceled
- Near real-time delivery of guest room status messaging, more specifically the check-in, check-out and room move events from SMS|Host
- Increased operational efficiency with up-to-date guest and booking information

SMS

SPRINGER-MILLER SYSTEMS

SMS|HOST® AND ALICE INTERFACE

INFORMATION SENT	SYSTEM DIRECTION	TIMING
Check-ins, Check-outs and Room Moves	SMS|Host to ALICE	Near real-time
Booking Information	SMS|Host to ALICE	Near real-time

Software Requirements

The product is compatible with, and requires, the following versions of Springer-Miller's software:

- SMS|Host v20.1 or higher
- SMS|Diplomat v5.0 with DipHost v5.3 or higher

Hardware Requirements

Springer-Miller Systems' interface to ALICE requires a Level 1 SMS|Diplomat server as the communications gateway. For full specifications on the hardware requirements, please contact your Installed Accounts Sales Representative for a current copy of contract Exhibit A – Hardware Requirements document.

For More Information

To learn more about Springer-Miller Systems and our SMS|Host Hospitality Management System, please visit our web site at **www.springermiller.com** or call 802.253.7377.

For more information on ALICE, please visit info.aliceapp.com