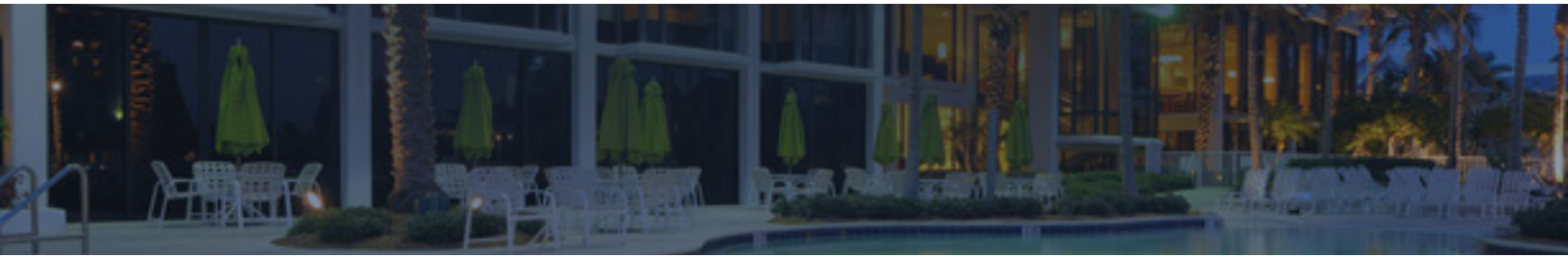


# SMS



## SPRINGER-MILLER SYSTEMS

<sup>SMS</sup>|HOST® AND REVINATE SURVEYS INTERFACE

### Interface Functionality

Springer-Miller Systems' <sup>SMS</sup>|Host Survey Interface utilizes our web servicing technology, <sup>SMS</sup>|Diplomat, to provide seamless integration to Revinate. The interface uses XML messaging and the HTNG SOAP framework to communicate directly between the systems in real-time.

The integration allows hoteliers to solicit feedback and gain even more knowledge about your guests. Revinate Surveys' customers who publish their surveys to TripAdvisor see an average 409% increase in new review volume and improves their TripAdvisor ranking by 15% or more.

### Benefits

Create a process around using on-line reviews to improve your business:

- Modern, review-style surveys engage guests to give candid feedback on what matters most to them
- Integrations with TripAdvisor and Google allow easy review collection to improve ratings and rankings right where reviews count
- Associate your surveys with an individual guest record
- Access the industry's most sophisticated sentiment analysis engine to make operational improvements
- Edit and optimize your own survey with multiple question types and easy-to-use drag-and-drop tools

INFORMATION SENT	SYSTEM DIRECTION	TIMING
Guest Data	<sup>SMS</sup>  Host to Revinate Survey	Real-time
Reservation Data	<sup>SMS</sup>  Host to Revinate Survey	Real-time
Server status	Revinate Survey to <sup>SMS</sup>  Host	Request

# SMS

## SPRINGER-MILLER SYSTEMS

SMS|HOST® AND REVINATE SURVEYS INTERFACE

### Software Requirements

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

- SMS|Host v20.x and above
- SMS|Diplomat v5.1 and above

### Hardware Requirements

Springer-Miller Systems' interface requires a Level 1 SMS|Diplomat server. For full specifications on the hardware requirements, please contact your Account Manager for a current copy of contract Exhibit A - Hardware Requirements.

For specific Revinate Survey hardware requirements, please contact them directly.

### 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](http://www.springermiller.com) or call 802.253.7377.

For more information on Revinate, please visit their website at [www.revinate.com](http://www.revinate.com).

[www.springermiller.com](http://www.springermiller.com)

#### World Headquarters

P +1.802.253.7377

[info@springermiller.com](mailto:info@springermiller.com)

#### Las Vegas Operations Center

+1.702.896.8200

#### European Headquarters

P +44(0)20 8538 9098

#### Asia Headquarters

P +60 (3) 7956 9912