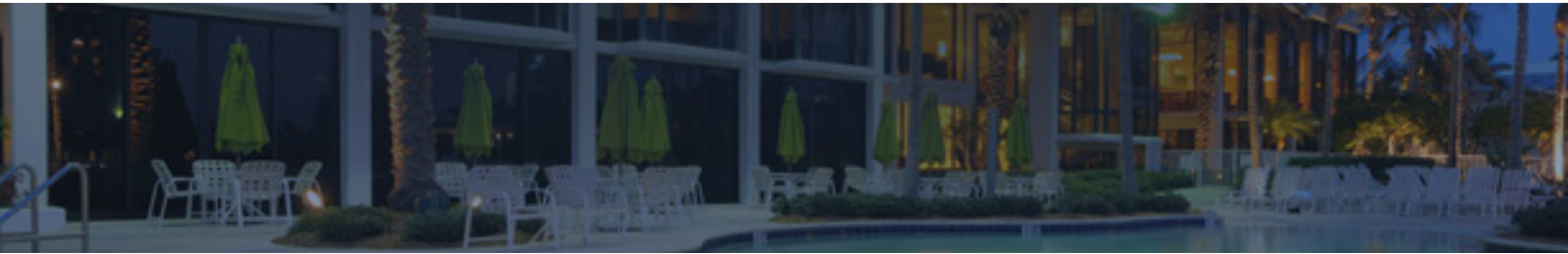


SMS



SPRINGER-MILLER SYSTEMS

^{SMS}|HOST® AND AMADEUS HOSPITALITY'S HOTSOS INTERFACE

Interface Functionality

^{SMS}|Host's Work In-Room Services / Work Order Management interface utilizes our web servicing technology, ^{SMS}|Diplomat, to provide seamless integration with the HotSOS product.

Amadeus Hospitality's Hotel Service Optimization System (HotSOS) and Room Expeditor (REX) systems are tools for hoteliers to identify and action the top guest issues and deliver improved service across their property.

The interface to ^{SMS}|Host wraps XML messages within the HTNG 1.1 SOAP protocol to communicate directly between the systems. This industry standard provides the framework that enables the ^{SMS}|Host User to send and receive information to and from each system thereby creating a cooperative processing environment.

Interface Benefits

^{SMS}|Host's Integration eliminates discrepancies in data between systems that can lead to inaccurate information, poor customer response times and missed opportunities.

^{SMS}|Host's HotSOS Level 2 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
- Delivery of ^{SMS}|Host guest profile information upon request from HotSOS

The Level 3 interface with HosSOS adds the following benefits:

- Near real-time housekeeping updates into ^{SMS}|Host from the Room Expeditor (REX) Housekeeping subsystem.
- Delivery of ^{SMS}|Host housekeeping status updates to REX

SMS

SPRINGER-MILLER SYSTEMS

SMS|HOST® AND AMADEUS HOSPITALITY'S HOTSOS LEVEL 3 INTERFACE

INFORMATION SENT	SYSTEM DIRECTION	TIMING
Bookings	SMS Host to HotSOS	Near Real-time
Check-in, check-out and room moves	SMS Host to HotSOS	Near Real-time
Guest Profile request	HotSOS to SMS Host	Real-time
Room Status Updates (Level 3)	HotSOS (REX) to SMS Host	Near Real-time
Housekeeping Status Results (Level 3)	SMS Host to HotSOS (REX)	Near Real-time

Software Requirements

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

- SMS|Host v18 and above
- SMS|Diplomat v3 and above

Hardware Requirements

Springer-Miller Systems' interface to HotSOS requires a SMS|Diplomat Level One Server. 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 HotSOS, please contact Amadeus Hospitality at +1 603.436.7500 or visit www.amadeus-hospitality.com.

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