

SPRINGER-MILLER SYSTEMS

SPASOFT® GUEST SELF SERVICE INTERFACE WITH ICE BY INTELITY

Interface Functionality

SpaSoft GSS (Guest Self Service) Interface with Intelity's ICE (Interactive Customer Experience™) enables you to use ICE as a booking tool for in-house/hotel guests to increase business. This integration between SpaSoft and ICE, provides SpaSoft customers a way of elevating guest service to the next level.

This interface uses the HTNG SOAP/XML-based messaging protocol and utilizes our web servicing technology, ^{SMS} | Diplomat to communicate between systems.

Core Benefits

Intelity's ICE (Interactive Customer Experience™) is a complete platform technology for the hospitality industry. ICE allows in-house guests to instantly order all 35 of a hotel's services on a touchscreen (ICE Touch), smartphone (ICE Mobile), TV (ICE TV) or laptop computer (ICE Connect). Using SpaSoft and ICE with the GSS interface, SpaSoft customers can provide their guests the ultimate guest service experience.

Benefits include:

- Increase the number of bookings by providing online booking opportunities for in-house/hotel guests
- Increases operating efficiency
- Provides a competitive advantage by elevating the guest experience
- Provides an intuitive and user friendly guest experience
- Customize to suit your business operations by specifying available services, options and lead time
- Services and content are available online, 24 hours per day with supported devices

Communicated Information

SpaSoft and ICE will exchange the following information:

Information Sent	System Direction	Timing
View business lines and activities	ICE to SpaSoft	Real-time
View availability	ICE to SpaSoft	Real-time
Book and cancel reservations	ICE to SpaSoft	Real-time
Add and view guest profiles	ICE to SpaSoft	Real-time

SpaSoft™

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Software Requirements

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

- SpaSoft v3.2.0.0 and above

For specific ICE requirements please contact one of Intelity's regional offices listed at intelitycorp.com

Hardware Requirements

SpaSoft's interface to ICE requires a Level 1 SM|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 specific ICE requirements please contact one of Intelity's regional offices listed at intelitycorp.com

For More Information

To learn more about PAR Springer-Miller Systems and our SpaSoft Spa and Activity Management System or, please visit our web site at www.spasoft.com or call 802.253.7377.

For more information on the Intelity ICE products and/or service offerings please visit intelitycorp.com.

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