



SPRINGER-MILLER SYSTEMS

^{SMS} | Host Secure Data Extract for Akia

Functionality

Acting as a protective gateway to your system, the SDE facilitates rapid, reliable and more frequent access to the data that Akia needs in order to provide Text Messaging services to you and your staff.

Beginning with ^{SMS} | Host version 22.1 and the release of our Personal Data Privacy Controls Package, officially sanctioned exports will be required for all vendors that utilize data from ^{SMS} | Host.

Employing a custom Product Profile, the SDE targets the databases they require and tracks all changes compressing, encrypting and transporting them automatically via a secure channel on a scheduled basis.

Secure Data Extract Benefits

By employing Springer-Miller's SDE for Akia, properties gain the following benefits:

- **Security:** increased through elimination of direct/uncontrolled external access to ^{SMS} | Host
- **Protection:** sensitive data are removed prior to export; encryption in transmission complies with data privacy requirements
- **Reliability:** consistent and dependable delivery of data
- **Automation:** fully autonomous processing
- **Speed:** much smaller data feeds result in much shorter transmission periods
- **Frequency:** smaller extracts enable greater frequency of exports
- **Economy:** the SDE supports multiple vendor exports from a single installation
- **Performance Safeguard:** reliance on an official export protects against unintended performance degradation

Software and Hardware Requirements

The product is compatible with, and requires, the following:

- ^{SMS} | Host version 22.5 and higher
- Multi-Interface Processor (see Exhibit A, Rev. 5.0, Section 3, page 8 for details)



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SDE Export for Akia

Akia Features

An SDE Export for Akia offers properties the following:

- Text-based communication between hotel staff and guests
- Automatically send messages to guests throughout their stay
- Unlimited behaviors applied to AI-powered auto-responder
- Context-recognition and service routing and delegation
- Mass communication with guests for incident alerts
- TripAdvisor rating and reputation management
- Task management surface for managing guest, maintenance and housekeeping requests
- Internal team-based communication for staff

Databases in Product Profile

The following ^{SMS} | Host tables are incorporated in the Product Profile for Akia:

- Guests
- Units and Room Types
- Reservations
- 1/2/3 - Character Codes
- eMail and Phones
- Groups

For More Information

To learn more about **Springer-Miller Systems** and integrations with our ^{SMS} | Host Hospitality Management System, please visit our web site at www.springermiller.com or call (802) 253-7377.

To learn more about **Akia** and their Text Messaging capabilities for Hospitality, visit www.Akia.ai or call (650) 880-6335.

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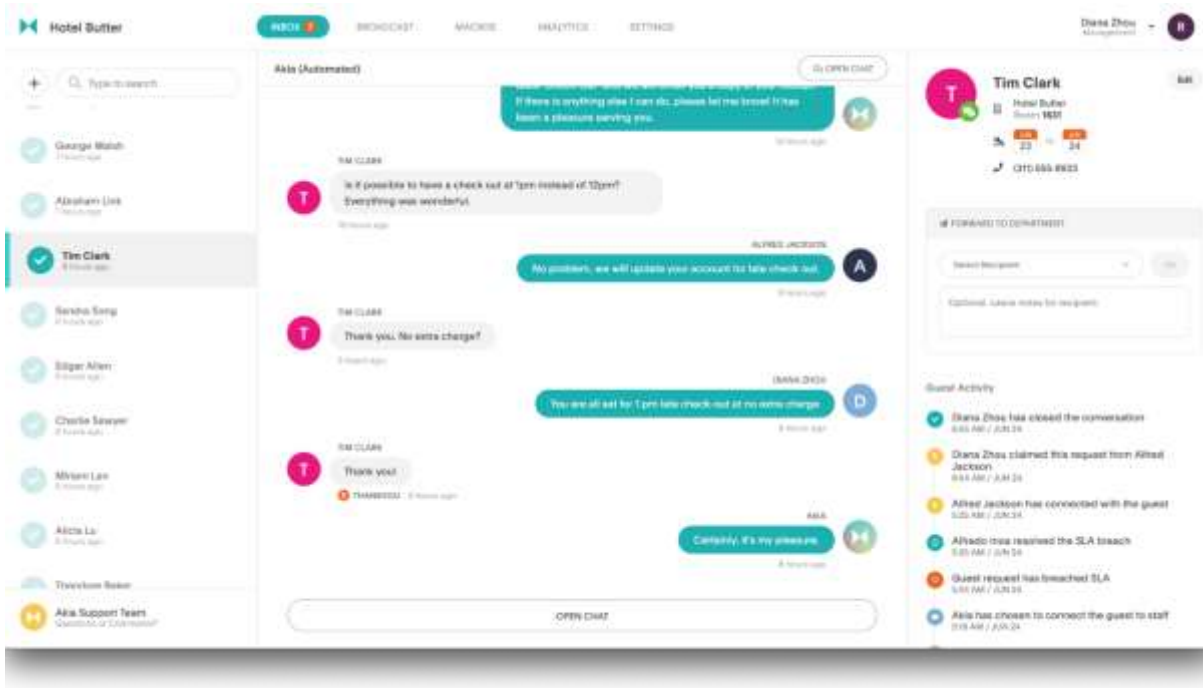
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SMIS

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Chat Management



Guest Communications



SMS

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Guest Communications

