



## SPRINGER-MILLER SYSTEMS

<sup>SMS</sup>|Host Secure Data Extract for Qualitelis for *Relais et Chateaux*

### Functionality

Acting as a protective gateway to your system, the Secure Data Extract (SDE) Export facilitates rapid, reliable and more frequent access to the data that Qualitelis needs in order to support the Guest Relations management that *Relais et Chateaux* provides for their member properties.

Utilizing 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.

### Scheduled File Export Benefits

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

- **Security:** increased through elimination of direct/uncontrolled external access to <sup>SMS</sup>|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

### Background

Beginning with <sup>SMS</sup>|Host version 22.1 and the release of our Personal Data Privacy Controls package, Springer-Miller Systems will no longer support the harvesting of data by external parties directly from a property's system. In line with these security features, officially sanctioned exports will be required for all vendors that utilize data from <sup>SMS</sup>|Host. For those products that would not realize the benefits of the real-time, two-way, event-triggered XML messaging functionality of <sup>SMS</sup>|Diplomat, the Secure Data Extract Export can provide a safe, secure and affordable alternative.



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### Software and Hardware Requirements

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

- <sup>SMS</sup>|Host version 22.7 and higher
- SMS Multi-Interface Processor (see Exhibit A, Rev. 5.0, Section 3, page 8 for details)

### Qualitelis Features

An SDE Export for Qualitelis supports the operational relationship between the *Relais et Chateaux* Association and its member properties. The data exchanged from these properties enables the Association to provide their guests with a variety of benefits by maintaining detailed Guest Profiles and facilitating pre-stay, in-stay and post-departure communications. Benefits to member properties include management of surveys and on-line reputation.

### Databases in the Product Profile

The following <sup>SMS</sup>|Host information is incorporated in the Qualitelis Product Profile:

- Guests Contact Details
- Reservations
- Rates and Packages
- Room Types and Units
- Guest Transactions
- Marketing Information

### For More Information

To learn more about **Springer-Miller Systems** and integrations with our <sup>SMS</sup>|Host Hospitality Management System, please visit our web site at [www.springermiller.com](http://www.springermiller.com) or call (802) 253-7377.

To learn more about **Qualitelis** and *Relais et Chateaux*, visit [www.qualitelis.com](http://www.qualitelis.com) and [www.relaischateaux.com](http://www.relaischateaux.com).

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