SPRINGER-MILLER SYSTEMS VENDOR INFORMATION GUIDE

Secure Data Extract (SDE) for Exports

Springer-Miller Systems recognizes the importance of managing and securing the data privacy of our customers' guests and is committed to providing appropriate tools to assist them while complying with the regulatory environment. Our v22.1 release of SMS|Host was focused on a package of Personal Data Privacy Controls designed to support compliance with the EU's General Data Privacy Requirements (GDPR), as well as providing functionality to all of our customers to enhance data security.

Coinciding with that release, Springer-Miller Systems made a significant security policy change regarding access to the SMS|Host software on our customer's servers. Effective with that update, we no longer support access from external parties to harvest data directly from a property's system. To help you migrate your product to an officially sanctioned export, we have introduced our Secure Data Extract (SDE) which has been built to support automated, schedulable, one-way exports.

The SDE targets the databases you require and, following an initial full export of their contents, tracks all changes - compressing, encrypting and transporting them automatically via a secure channel on a scheduled basis.

Export Functionality

- The Secure Data Extract supports multiple product exports from a single installation
- Each export is installed as a Product Profile comprised of your required databases
- Changes within the selected databases are tracked for export and delivered as a periodic overlay
- Timing for all exports will be scheduled with intervals ranging from 15 minutes to weekly
- The Export file is compressed and encrypted prior to being transmitted to you using SFTP

Export Benefits

- **Security**: sensitive data are removed prior to transmission
- **Protection**: 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 create the potential for greater frequency of exports
- **Economy**: the SDE supports multiple vendor exports from a single process
- **Performance Safeguard**: reliance on a sanctioned export protects against unintended performance degradation for your customers

How Will the Export Work?

The Springer-Miller Secure Data Extract (SDE) drives one-way exports consisting of changed files (deltas) following an initial export of the full databases. The files, individual FoxPro records from the actual database, will contain those which have changed since the last time an export file was created. Frequency is determined using a scheduler ranging from a maximum of every fifteen minutes to a minimum of once a week. The process is fully automated and the extracts are transmitted via Secure File Transfer Protocol (SFTP) to a vendor-maintained location with encryption and decryption taking place before and after.

The vendor will treat each file as an overlay to the full database contents as originally exported. The sequence in which overlays would be performed is discernable from the file naming structure which contains the Year/Month/Day and 24-hour clock time from when the file was generated.

File Name   YYYYMMDD_HHMM_<original database file>.dbf

YYYYMMDD_HHMM_<original database memo file>.fpt

Where YYYYMMDD_HHMM is the date and 24-hour clock time of when the file was generated

Example

```
20180219_1350_IN_CODES.dbf
20180219_1400_IN_CODES.dbf
20180219_1400_IN_RES.dbf
20180219_1400_IN_TRN.dbf
20180219_1408_IN_GRP.dbf
20180219_1554_IN_EMAIL.dbf
20180219_1554_IN_MISC.dbf
20180219_1554_IN_RATES.dbf
20180219_1554_IN_RATES.fpt
20180219_1604_CS-CORP.dbf
```

Note: A full re-sync of the affected database may be required in the event of lost, missing or corrupted files encountered during the normal process of distributing overlay change files. This would need to be requested through SMS Customer Support. Backup copies of the change file exports will be retained for a short period (e.g. 72 hours) and could be resent, in lieu of a full re-sync, if requested in time.

How You Can Help Your Customers

As we configure the export for your product, we will build a Product Profile consisting of those databases needed to meet your data requirements. In addition to speeding up the process, this also ensures that each installation will be replicated without manual errors. In order to do this, we will need you to provide the following information:

- Company and Product name
- Website address
- Contact information
- Business Purpose (e.g. Digital Marketing, Revenue Management, Business Intelligence, etc.)
- All databases currently collected. Alternatively, if you have not previously worked with an SMS property, we will discuss your data needs and help determine which databases will provide the information required for your product.
- The frequency with which you currently collect data from your SMS|Host customers or the desired frequency to support your product's efficiency
- A list of SMS|Host properties from whom you currently collect data

In the event we do not have a current Mutual Non-Disclosure Agreement in place, we will provide one when you supply us with the following information:

- Company legal entity name
- The State, province or country formed under
- Corporate office address
- Contact name

Once the Product Profile is identified, we will provide a custom Data Dictionary addressing the required databases. To validate the export process, we will need the following SFTP credentials:

- Host location (SFTP website)
- Port # (defaulted to 22 for SFTP / SSH)
- User ID
- Password (used for logging in and encryption/decryption)
- File Location (if the User does not default to the proper location when logging in)

Verification is based on successful transfer via SFTP to the vendor's hosted location of the targeted files. Two types of transmission will be validated:

- Full Upload – a distribution of all databases to which the vendor's product subscribes containing all records in full. The upload should complete without issue.
- Delta Upload – a distribution of file changes that have occurred within a frequency interval. Deltas will consist only of files in which changes have occurred, the structure of which will be identical to the live PMS structure. They should upload without issue.

Upon successful completion of the process, SMS will issue a Letter of Verification.

Once you are comfortable with the database structure, we will work with you to identify a pilot property in which to install the Export mechanism enabling you to receive live delta files to complete your development process. We will expect both you and the property to notify SMS within 60 days of the start of the pilot that your product is functioning as expected to the benefit of our mutual customer, at which point SMS will consider the product available for installation in additional properties. You will then be identified as a Vendor Partner on the SMS website.

What Will This Cost?

To You -

In order to help make the migration of each vendor's data collection to an SMS-sanctioned export as smooth and painless as possible, we are only billing for a single man-day ($1,800) one time to build your Product Profile, validate the SFTP communications & contents and establish an export for the first installation. Once that is completed, we will be able to deploy the exact same export at additional properties without the vendor incurring additional expenses.

To Our Customers –

Our objective has been to make SDE Exports a simple, affordable solution for everyone. To accomplish that, we've waived the license fee, set installation at a fixed $500 charge and priced annual maintenance for all SDE Exports at $150 @ month ($1,800).

How to Get Started

Springer-Miller Systems Product Management is available to assist you with starting the process and getting your export scheduled with our Development staff. Please visit our web site where we have created a SDE Vendor Information Page with more details and an on-line form you can use to submit the requested information.

Should you have additional questions regarding the Secure Data Extract or the export process, please contact Rick Downing, SMS|Host Sr. Product Manager at rick_downing@springermiller.com.