

## SPRINGER-MILLER SYSTEMS

### <sup>SMS</sup>|Host Scheduled File Export (SFTP) with Medallia

Springer-Miller Systems' Scheduled File Export (SFE) provides a framework to support automated, schedulable, one-way exports of data in a CSV format from the <sup>SMS</sup>|Host PMS to complimentary hospitality systems. Medallia is a cloud-based customer experience platform that provides, amongst other services, guest satisfaction surveys.

#### Functionality

Acting as a protective gateway to Users' systems, the SFE facilitates rapid and reliable access to files that a property wants to share with vendors or other external entities. Utilizing a flexibly configured scheduler, files designated for transport, either by naming convention or specific location, will be automatically forwarded to a validated set of SFTP credentials at the destination. This transmission mechanism accommodates the CSV export of a report, the output of a utility that has been run in the PMS or a file manually placed in a location for external transport.

#### Scheduled File Export Benefits

By employing Springer-Miller Systems' SFE, properties gain the following benefits:

- Security: increased through elimination of direct/uncontrolled external access to <sup>SMS</sup>|Host
- Protection: reliance on SFTP ensures that all files are transported in an encrypted format
- Reliability: consistent and dependable delivery of data
- Automation: fully autonomous transport processing
- Frequency: scheduling ensures files are sent when they are expected
- Economy: the SFE can support multiple vendor exports from a single installation
- Performance Safeguard: reliance on an official export protects against unintended performance degradation.

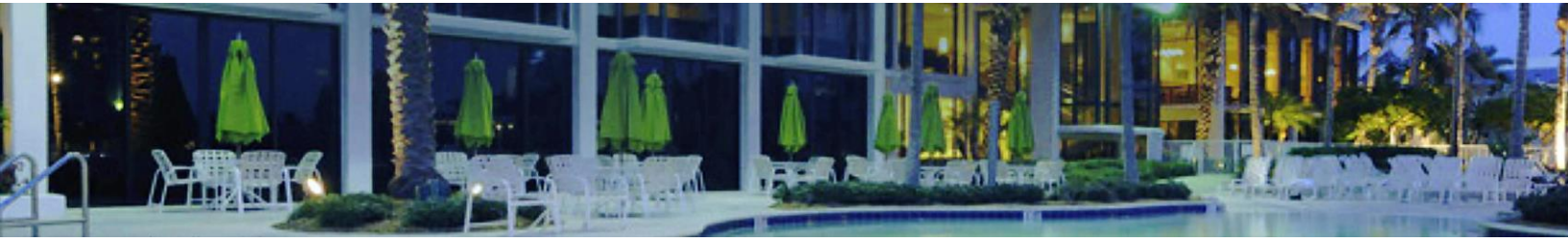
#### Background

Springer-Miller Systems' Personal Data Privacy Controls package does not support the harvesting of data by external parties directly from a property's system and requires officially sanctioned exports for all vendors that utilize data from <sup>SMS</sup>|Host.

#### Low Cost

The pricing for all SFE Exports has been set extremely low in order to minimize cost considerations and encourage properties to install valid and secure Exports for all of their non-interface 3<sup>rd</sup> party services:

- License: Fee Waived
- Installation: \$500 fixed rate
- Annual Maintenance: \$400



## SPRINGER-MILLER SYSTEMS

<sup>SMS</sup>|Host Scheduled File Export (SFTP) with Medallia

### Exported Content for Medallia Surveys

Medallia utilizes data from the <sup>SMS</sup>|Host Mailing List. The output file contains contact information for Guests that can be filtered with a high degree of granularity enabling properties to identify very specific target audiences. Guest can be selected based on account attributes, activity or the lack thereof. Reservations can be chosen within a date range for arrivals, departures, bookings or occupancy. Filters include multi-properties, room type categories, market segments, group, wholesalers, corporations, VIP codes, media types or sources. The exported text file can be formatted as Comma Delimited (CSV).

Beginning with the 2021 R1 release of <sup>SMS</sup>|Host, the generation and export process can be added as a Task to the Automated Night Audit. The export will be routed to a designated file location and automatically transported via SFTP to Medallia. Following transmission, the file(s) will be relocated to an archival sub-folder indicating they have been sent.

### Software and Hardware Requirements

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

- <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)

### For More Information

For more information regarding the <sup>SMS</sup>|Host Scheduled File Export, contact your SMS Account Manager.

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 **Medallia** and their business automation services, please visit their web site at [www.medallia.com](http://www.medallia.com).

[www.springermiller.com](http://www.springermiller.com)

World Headquarters  
P +1.802.253.7377  
<mailto:info@springermiller.com>

Las Vegas Operations Center  
P +1.702.896.8200

European Headquarters  
P +44 (0) 20 8538 9098

Asia Headquarters  
P +60 (3) 7956 9912