



SPRINGER-MILLER SYSTEMS

Springer-Miller Systems' Product Overview

A fully-integrated suite of hospitality management systems that are tailored to hotels, resorts and spas of every scope and speciality. Developed with forward-thinking innovation, guided by savvy experience and backed by our global service network.

SMS Host™

Teres

SpaSoft

About Springer-Miller Systems

Who We Are

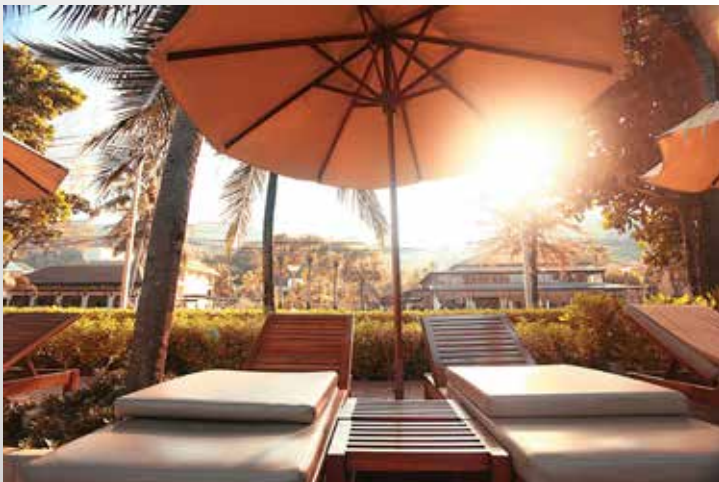
Springer-Miller Systems provides premier software solutions for the finest hotels, resorts and spas worldwide. Springer-Miller Systems offers the ^{SMS}Host Hospitality Management System, a truly guest-centric and fully-integrated property management system, and SpaSoft, a dynamic activities management and scheduling software solution for luxury spas. Teres POS elevates the guest experience by delivering a premium, flexible, guest-centric point-of-sale solution for food and beverage and retail operations at luxury hotels, resorts or casinos.



^{SMS}Host™

Teres


SpaSoft



Who We Serve

We understand the hospitality industry better than anyone which gives us the ability to meet the demands of multiple different markets. Whether you are destination resort, mountain & ski resort, golf resort, condo-timeshare hotel, beach resort, destination spa resort, city center hotel or a hotel & resort spa; our solutions can take your property to the next level. We are committed to empowering our customers to provide an excellent guest experience through seamless solutions.

SMS HostTM

SOLUTION OVERVIEW

A complete property management system designed to deliver a premium guest experience.

Property Management System

A truly dynamic, fully-integrated and complete property management suite of solutions made for the hospitality industry. Backed by over 35 years of innovation, ^{SMS}|Host is the only solution your property needs to streamline operations and enhance efficiency.

Streamline Operations

- ✓ Reservations Management
- ✓ Online Booking
- ✓ Mobile Capabilities
- ✓ Multi-Property Management



Exceed Expectations

- ✓ Housekeeping Management
- ✓ Activities Management
- ✓ Front Office Management
- ✓ Detailed Reporting

SMS Host™

Partner Integrations

With so many systems powering today's hotels and resorts, interoperability between them is key for smooth and efficient operations. Behind the scenes, your property management system simultaneously talks to many different systems to seamlessly operate your hotel. Springer-Miller Systems is proudly partnered with over 300 industry leading solutions to help optimize your hotel operations to exceed guest expectations.



Secure Payments

We partner with the best to assure that your guest's information is safe and secure. We make sure each payment process is simplified, minimizing the complexity and burden of PCI-DSS.

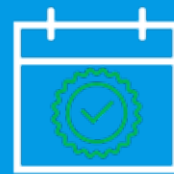
- ✓ Accounting
- ✓ Point-of-Sale
- ✓ Business Intelligence
- ✓ Retail Inventory



Revenue Management

Our strong integration with your choice of a revenue management solution will allow your business to grow seamlessly. Take charge of your business' future.

- ✓ E-Marketing
- ✓ In-Room Services
- ✓ Gift Cards
- ✓ Concierge



Distribution System

Booking groups is essential when it comes to maximizing occupancy. Our large selection of partners will help you effectively manage and qualify leads, book event function spaces and more.

- ✓ Door Locks
- ✓ Energy Management
- ✓ Sales and Catering
- ✓ Guest Response



WorldNXT Online Booking Platform

Take your direct bookings and online sales strategy to the next level with WorldNXT.

Let us simplify your life and power your business



Designed with the end user in mind

WorldNXT enables hotels and resorts to maximize reservations from their direct booking website, while allowing guests to book rates, rooms, and packages online – all in real-time.



Lodging Booking Engine

- Flat subscription fee (SaaS model pricing)
- Branded and customized direct booking engine
- Comparative and suggestive selling tools



Owners Portal

- Access that provides 24/7 insights for owners
- Monitoring real-time unit activity
- Booking capabilities of unit(s) from the portal



Mobile Application

- Customized guest destination app
- Push notification & meeting platform
- Increased guest engagement and ROI

SMS Host™

SMS|Host Anywhere Mobile Platform

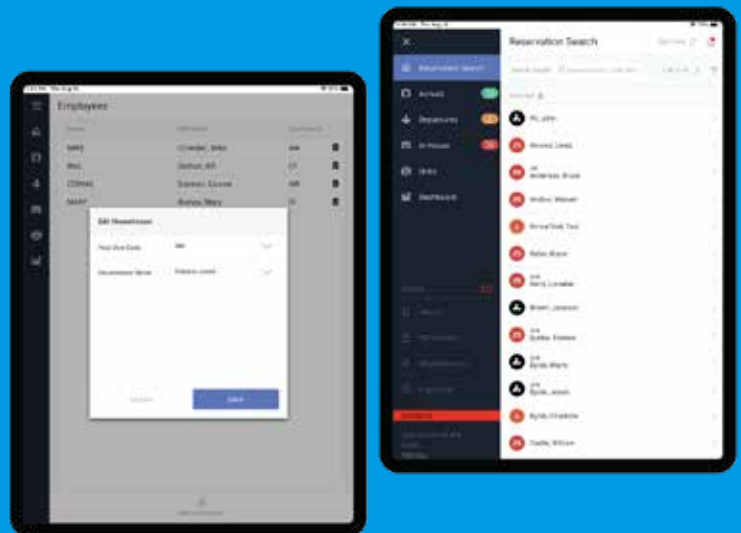
Mobilize your property management system with our staff-facing mobile solution – SMS|Host Anywhere. Fully-integrated in real-time with SMS|Host, empower your team to have the flexibility to provide exceptional service from anywhere, at any time.

Taking the Power of Your Property Management System... Anywhere

- ➔ Give your team the ability to engage with guests away from crowded areas
- ➔ Perform check-ins and check-outs where it is convenient for your guests
- ➔ Drive personalized guest service through seamless integration with SMS|Host
- ➔ Improve employee productivity through the efficient use of mobile technology
- ➔ Empower your housekeeping staff by mobilizing their day-to-day operations

Cooperative system integration leads to improved service deliveries and a more enjoyable guest experience.

Leverage feature functions from your SMS|Host system at the palm of your hand from Anywhere, at anytime!



SMS|Host™

Teres

SOLUTION OVERVIEW

A guest-centric point-of-sale solution designed to enhance both food and beverage and retail operations.

Point-of-Sale Solution

Flexible and easy to use, guest-centric Teres Point of Sale is designed to handle the needs of any hotel or resort. With customizable screens and unlimited options, Teres POS accommodates any property and is easily adaptable to fit the way you operate.



Complete Integration

Fully integrated with our SMS|Host property management solution - allowing enhanced posting, diverse package options and seamless viewing capabilities between PMS and POS systems.



Highly Customizable

With unlimited room layouts and table configurations, you can leverage Teres POS to suit the needs of your property.



Fully Scalable Solution

Teres POS is easily capable of growing as the needs of your business change, whether you need to add more workstations or additional inventory items - Teres POS grows as you grow.



Easy to Use & Deploy

The logic behind our point-of-sale solution guides staff through the software, and with easy navigation of menus and tabs, mistakes will be greatly reduced.



Safer Payments

Regardless if your guests are inserting, tapping, or swiping, their information needs to be safe and secure at all times. We take pride in our extensive high-level security measures.



Improve Guest Satisfaction

Ease for guest & service with functions such as multiple split types, coursing, seat numbers assigning guest names, and on-screen signature capture. Our seamless dining process will create a memorable experience for your guests.

Teres



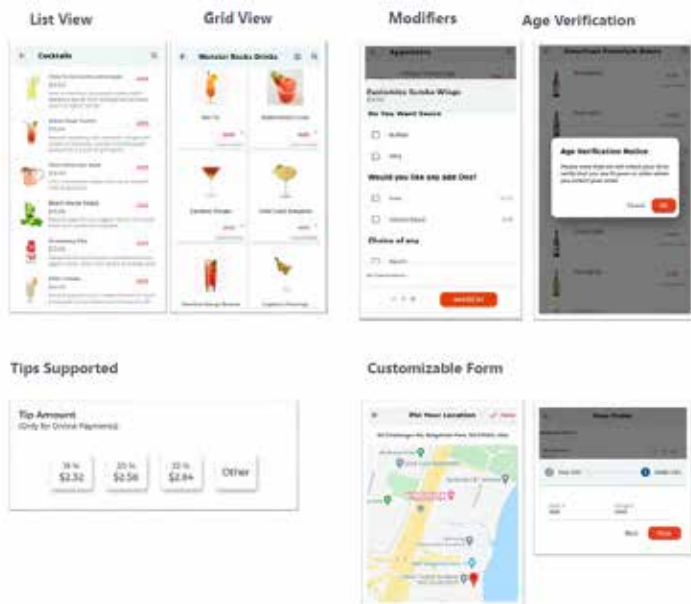
Teres

Mobile Web Ordering

A web-based technology that allows your guests to have a safe ordering experience



How It Works



Features

Cutting edge features that help improve user experience and ease of ordering

- ✓ Wide variety of layouts that can be customized to match your brand
- ✓ Time Based Menus – configure menus for each day and time
- ✓ Pre Order – Allow your guest to place orders for next day breakfast
- ✓ Text Notifications for order submitted and ready for delivery or pick up
- ✓ PCI certified solutions
- ✓ Easily gets integrated with your existing App



Table ordering



In Room Dining



Pool-Side Ordering



Deliveries



Take Away

eXperience | Performance | Results

Teres



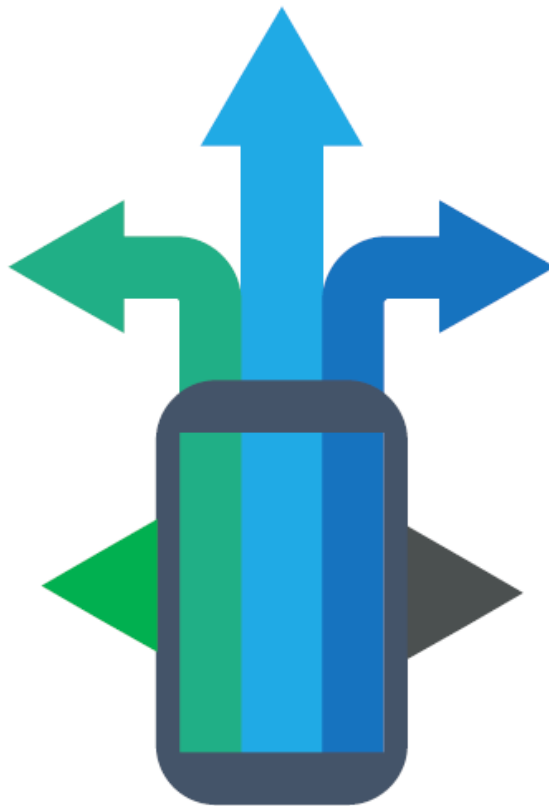
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Mobile Web Ordering

A web-based technology that allows your guests to have a safe ordering experience

Payment Integrations

Mobile Web Ordering offers support for various secure payment gateways



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SpaSoft

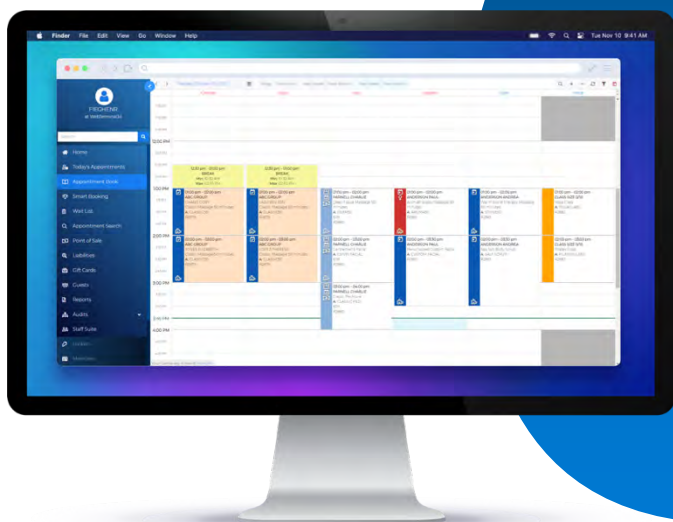
SOLUTION OVERVIEW

Stress-Free Spa and Wellness Management Software

Product Overview

The Next Generation of SpaSoft

An intuitive spa management system developed specifically for the needs of the spa industry today. Deployed in the cloud (AWS) or on-premise, with the ability to run on a tablet, phone or desktop.



Elevate Your Business

Take your guest service to the next level with our web-based, mobile friendly and intuitive spa management solution. Streamline your guest experience by letting them book online, offering electronic intake forms that can be completed prior to arrival, follow-up e-mails to keep them coming back and more. Get a comprehensive overview of your business in a single, centralized dashboard view. Let us take care of you, so you can take care of your guest.

Your Core System Includes:

The Next Generation of SpaSoft

- ✓ Offered as Web Services
- ✓ Device Agnostic
- ✓ Enhanced User Experience
- ✓ Complete Spa & Activity Management Solution

Standard Modules & Interfaces	The Next Generation of SpaSoft
1 Revenue Center	✓
SpaSoft Users	✓
Hotel/Resort Integration	✓
Credit Card Gateway Integration*	✓
Gift Card Integration*	✓
Text/SMS Notifications*	✓
Membership Module *	COMING SOON
SpaSoft Online Booking*	✓

*Modules are 'included' at time of contracting & initial implementation. If these are added post-implementation, additional installation & annual fees may apply

Additional Software Options

SpaSoft Users

Revenue Centers – Shops, Cabana & More

Online Booking Sites

Interfaces to Connect Your Systems

Training Systems

Connect Properties with Enterprise

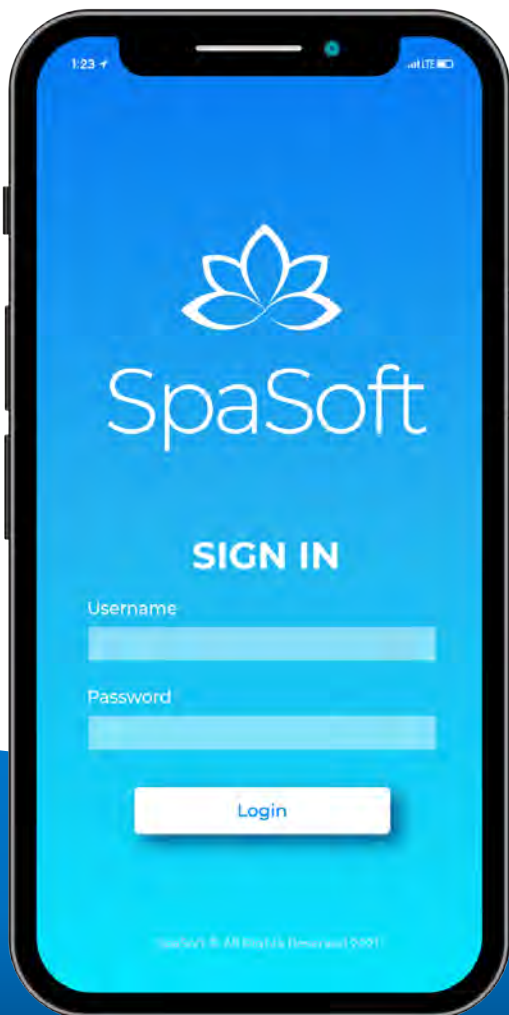
Need More? We Got It.

There is never an end to what SpaSoft can do for your business. Add more users, business centers, connect other systems, create more booking sites and more.

Our team will work with you to determine what additional items are needed to streamline your entire operations.

Training & Implementation Experience

We want to make sure that you and your team are 100% familiarized with all the functionality that SpaSoft has to offer to grow your business. To accomplish this, we require a minimum number of remote training days based on your operations to ensure a successful implementation.



Management Training



Work one-on-one with an expert to go over everything it takes to set up your system. From adding staff, tracking inventory, setting up commissions and more.

User Training



Interactive, hands-on training for your front-line team to go over everything it takes to optimize the tools in SpaSoft. From booking appointments, point-of-sale, creating groups and more.

Go Live Support



Experience our white glove service while taking your SpaSoft system live. Our Go-Live support team will have your back until you are smooth sailing on your own.

About Our Training Experience

Our trainers are highly knowledgeable industry professionals that are able to recommend the most effective solutions to take your business operations to the next level.

A Look at User Licensing

The next generation of SpaSoft is introducing a new 'named user' licensing model, meaning each user is assigned to a unique license. Pricing of user licenses are based on the number of Standard SpaSoft Users, with Lite SpaSoft Users included complimentary.

What's the difference between a Standard and Lite User?

Standard Users

These are your managers, receptionist, reservation agents and others who book appointments or open POS.

Every Standard User includes five (5) complimentary Lite User Licenses.

VS

Lite Users

These are your providers, attendants, IT, accounting, and others who need access to SpaSoft, **without** having to book appointments or open the POS Module.

These users can still perform tasks such as viewing appointments, creating notes, managing add-ons, running reports etc.

As with the current generation, full customization of individual or group privileges can be managed within SpaSoft to give access to specific modules or features.

User License Example:



Required Standard Licenses = 10 (each Standard License includes x5 Lite User Licenses)

Included Lite User Licenses = 50 (assumes users don't need to book appointments or open POS)

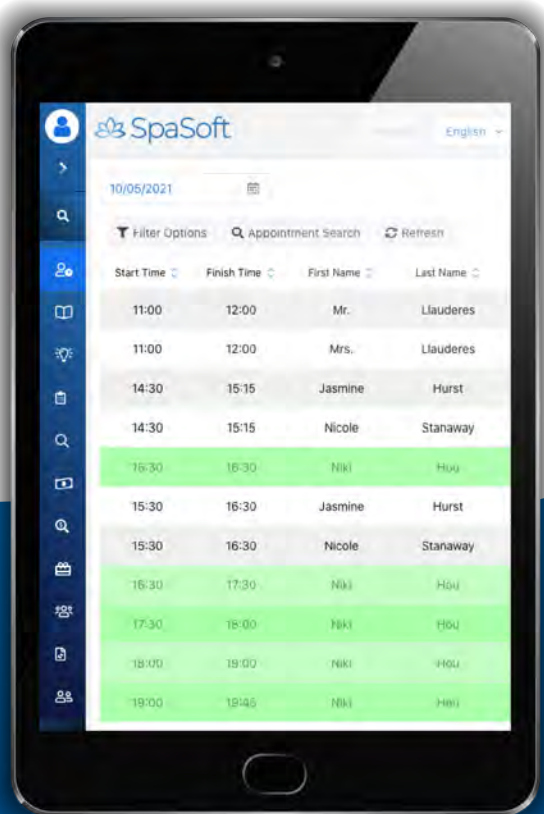
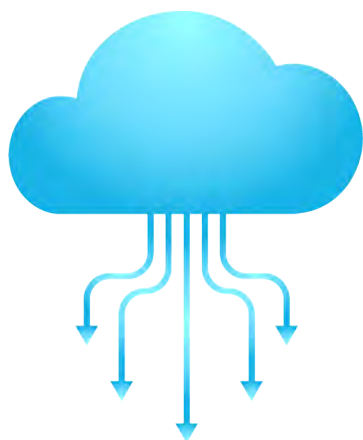


Do you have a big team? No worries, there is **no cost** to the included Lite User Licenses

Can licenses be transferred from one user to another?

Yes – once a user is deactivated, the license will be available to reassign to a new SpaSoft User. We understand the spa industry can be constantly changing and the flexibility to easily reassign licenses is crucial for your operations.

Let's Look into the Technical Details



Available Deployment Options



Public Cloud

Web Services and data are managed by us within Amazon Web Services (AWS) or another web service provider. No hardware, no problem. We've got you covered.



On Premise

Web Services and data are managed within your own physical server on your property. This option is ideal for those in remote locations without a stable internet connection. You would be responsible for your own hardware, network environment, upgrades and backups.



Private Cloud

Web Services and data are managed within your own virtual data center. You would be responsible for your own hardware, network environment, upgrades, and backups.

Connect Your Systems

SpaSoft offers 70+ integrations to make sure all your systems are connected and working seamlessly to power your operations. Ask your account manager for the **SpaSoft Integration Index** to explore all options to connect your systems.

Some of our Integrations Include:

SMS Host
SPRINGER-MILLER
SYSTEMS



ORACLE
HOSPITALITY

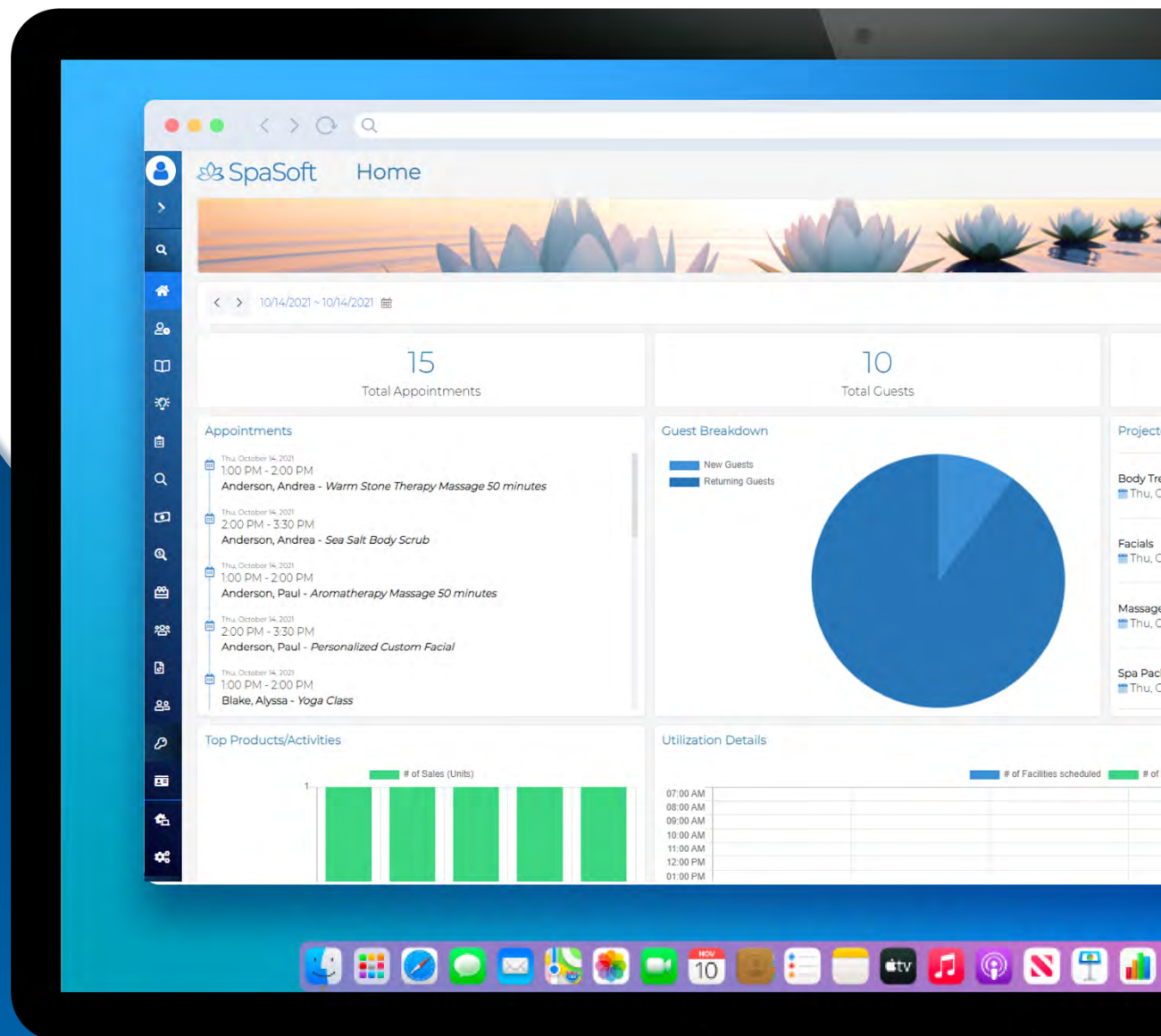
Demandforce

YELLOW DOG
SOFTWARE

FREEDOMPAY

Agilysys...





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