

SMS|HOST® AND NUVOLA™ INTERFACE

Interface Functionality

SMS|Host's Hotel Operations interface with Nuvola™ from Sabre Hospitality utilizes our web servicing technology, SMS|Diplomat to provide seamless integration.

Nuvola™ is a task management and guest engagement platform built by hoteliers who deeply understand the daily challenges of operating hotels. Nuvola offers an intuitive platform, robust selection of modules, and clear view of all hotel activities to help hotels of every size streamline operations and delight guests.

Interface Benefits

SMS|Host's integration to Nuvola™ eliminates discrepancies in data between systems that can lead to inaccurate information, poor customer response times and missed opportunities. This interface allows both systems to have improved accuracy of information and overall efficiency through:

- Real-time delivery of SMS|Host reservations (created, modified, or cancelled).
- Real-time delivery of guests' check-in and check-out events from SMS|Host.
- Two-way communication of housekeeping status updates.

Communicated Information

Your SMS|Host system and Nuvola™ hotel operations interface supports but is not limited to:

INTERFACE FUNCTIONALITY

Guest updates for future arriving guests

Guest Status – check-in and check-out

Housekeeping status updates (2-Way)

Retrieval of Property configuration

Products & Services

SMS|Host's interface with Nuvola™ can assist in supporting the following products & services:

- **Front of House:** Task Management, Packages, Lost & Found, and Concierge modules.
- **Back of House:** Tickets, Pass On, Glitch Maintenance, Housekeeping, and Inspections modules.
- **Guest Engagement:** Guest Chat, Angel Guest Web-App, and Guest Surveys modules.

Software and Hardware Requirements

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

- Current release of the SMS Product Suite
- Diplomat Type II Server (see Exhibit A - Hardware Requirements document)

Please contact a Nuvola™ Sabre Hospitality representative to learn more about their software and hardware requirements.

For More Information

To learn more about Springer-Miller Systems and our 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 Nuvola™ from Sabre Hospitality and their products and services, please visit <https://www.sabrehospitality.com/studios/operations-studio/nuvola/>.