

SMS|HOST® Secure Data Extract with Akia

Springer-Miller Systems' Secure Data Extract (SDE) export provides a framework to support automated, schedulable, one-way data exports from SMS|Host to complimentary hospitality systems.

Akia streamlines hotel operations and increases revenue with text messaging services.

Functionality

Acting as a protective gateway to your system, the SDE facilitates rapid, reliable and more frequent access to the data that hospitality product vendors need in order to provide services to you and your guests.

Beginning with SMS|Host version 22.1 and the release of our Personal Data Privacy Controls Package, officially sanctioned exports will be required for all vendors that utilize data from SMS|Host.

Employing 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.

Secure Data Extract Benefits

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

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

Software and Hardware Requirements

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

- Current release of the SMS Product Suite
- Multi-interface Processor (see Exhibit A, Rev. 5.0, Section 3, page 8 for details)

Akia Features

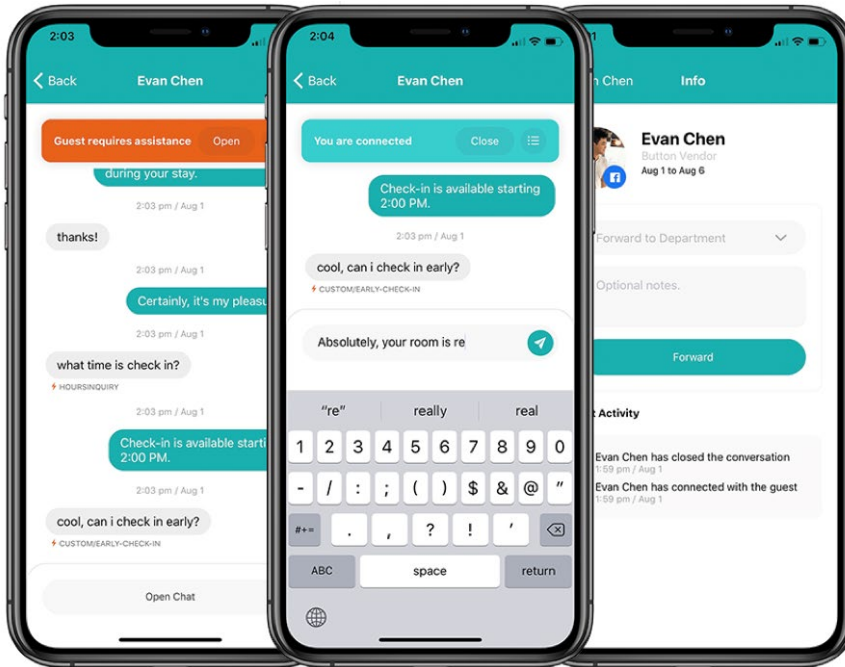
An SDE Export with Akia offers the following:

- Text-based communication between hotel staff and guests
- Automatically send messages to guests throughout their stay
- Unlimited behaviors applied to AI-powered auto-responder
- Context-recognition and service routing and delegation
- Mass communication with guests for incident alerts
- TripAdvisor rating and reputation management
- Task management surface for managing guests, maintenance and housekeeping requests
- Internal team-based communication for staff

Chat Management

The screenshot displays the Akia chat management interface. On the left, a sidebar lists team members: George Walsh, Abraham Link, Tim Clark (selected), Sandra Song, Edgar Allen, Charlie Sawyer, Miriam Lan, Alicia Lu, and Theodore Baker. The main chat window shows a conversation with 'Akia (Automated)'. The guest, Tim Clark, asks for a 1pm check-out. Akia responds with an automated message: 'If there is anything else I can do, please let me know! It has been a pleasure serving you.' Tim Clark replies, 'Is it possible to have a check out at 1pm instead of 12pm? Everything was wonderful.' Akia responds: 'No problem, we will update your account for late check out.' Tim Clark says 'Thank you. No extra charge?' Akia responds: 'You are all set for 1 pm late check-out at no extra charge.' Tim Clark says 'Thank you!' and Akia responds: 'Certainly, it's my pleasure.' Below the chat, there is a 'FORWARD TO DEPARTMENT' section with a 'Select Recipient' dropdown and an 'OK' button. To the right, a 'Guest Activity' log shows: Diana Zhou closed the conversation (6:55 AM / JUN 24), Diana Zhou claimed the request from Alfred Jackson (6:54 AM / JUN 24), Alfred Jackson connected with the guest (5:25 AM / JUN 24), Alfredo Inoa resolved the SLA breach (5:25 AM / JUN 24), Guest request breached SLA (5:24 AM / JUN 24), and Akia chose to connect the guest to staff (5:16 AM / JUN 24).

Guest Communications



Databases in Product Profile

The following SMS|Host tables are incorporated in the Product Profile with Akia:

- Guests
- Units and Room Types
- Reservations
- 1/2/3 - Character Codes
- Email and Phones
- Groups

For More Information

To learn more about Springer-Miller Systems and our integrations with our SMS|Host Hospitality Management System, please contact your SMS Account/Sales Manager, visit our web site at www.springermiller.com, or call 802.253.7377.

To learn more about **Akia** and their products and services, please visit <https://www.akia.com/>.