ᔆᴹˢ|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 ᔆᴹˢ|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 ᔆᴹˢ|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 ᔆᴹˢ|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 ᔆᴹˢ|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)

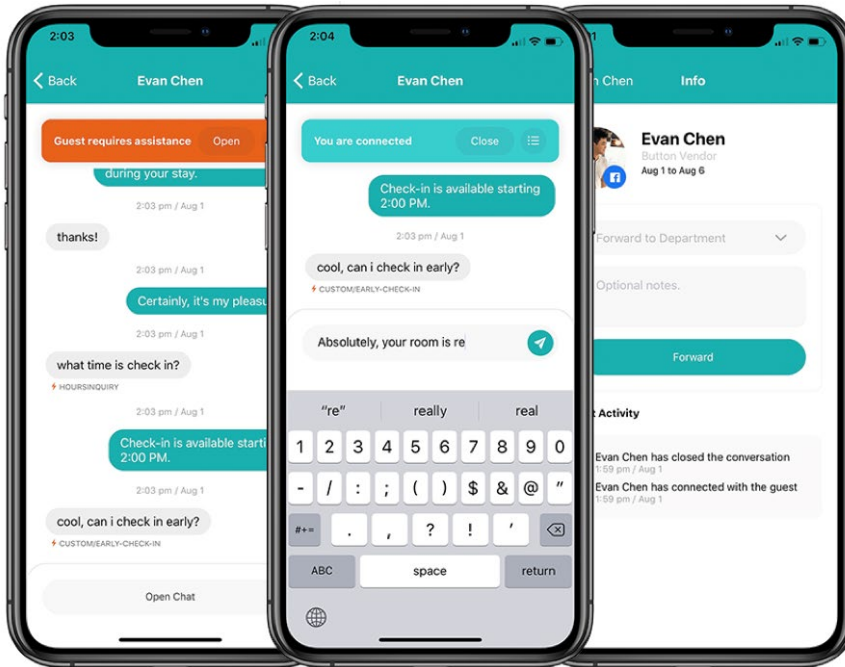Version 2.0

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

Version 2.0

Guest Communications

Databases in Product Profile

The following ᴿᴹˢ|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/.

Version 2.0