

SMS|HOST® AND ALICE INTERFACE

Interface Functionality & Benefits

Springer-Miller Systems' Hotel Operations interface provides seamless integration with ALICE by Actabl.

ALICE on-property software for housekeeping and service delivery is essential for modern hotels. As a five-star housekeeping, service delivery, and operation solution it optimizes on-property communication, efficiency, and guest satisfaction.

Using the Jonas ARC Platform, SMS|Host's integration to ALICE eliminates discrepancies in data that can lead to inaccurate information, poor customer response times and missed opportunities.

The 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, check-out, and room move events from SMS|Host
- Increased operational efficiency with up-to-date guest and booking information
- Increased guest satisfaction with the delivery of guest preferences
- Bi-directional housekeeping status updates
- Housekeeping Pre-Arrival Queue updates inform the ALICE user guests are ready to check in, but their room is not ready

Communicated Information

Your SMS|Host system and the ALICE hotel operations interface supports but is not limited to (*changes to integration):

INTERFACE FUNCTIONALITY

Guest updates for future arriving guests

Guest Status – check-in, check-out, and room moves

Housekeeping status updates (2-way)*

Guest Preferences

Housekeeping Pre-Arrival Queue updates (from SMS)*

Products & Services

^{SMS}|Host's interface with ALICE can assist in supporting the following products & services:

- **Housekeeping:** Increase staff productivity and decrease operating costs with features to improve room insights and communication.
- **Service Delivery:** Help your staff work together to ensure guests' and team requests are met consistently and on time.
- **Guest Services:** Equip your front desk to exceed guests' expectations with personalized services at scale.
- **Guest Messaging:** Communicate with guests the way they prefer with real-time messaging.

Software and Hardware Requirements

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

- Latest SQL release of the SMS Product Suite

Please contact an ALICE by Actabl 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 ALICE by Actabl and their products and services, please visit <https://actabl.com/alice/>.