

SMS|HOST® AND SMS|HOST ANYWHERE

Interface Functionality

SMS|Host Anywhere is Springer-Miller's staff facing mobile services platform. The interface to SMS|Host is driven through our web servicing technology, SMS|Diplomat, and provides seamless integration between the applications.

SMS|Host Anywhere was built to offer a user-friendly mobile experience. The user interface is contemporary by design and the application effectively delivers feature functionality that extends SMS|Host beyond the confines of a desktop workstation. SMS|Host Anywhere delivers mobile features to your Front Office Staff through a guest-centric design that provides a seamless check-in / check-out process for your guests. This solution empowers your employees to provide an enhanced guest experience through simplifying the registration and check-out processes. Dashboards help identify cleaning bottlenecks to streamline guest preparations. Housekeeping staff can function independently with mobile zone sheets and live updates as units check-in and out and assignments change throughout the day.

Interface Benefits

- Provides the hotel staff with the ability to interact with the guest away from crowded front desks and delivers the option to perform check-ins and check-outs where it is convenient to the guest
- Provides Housekeeping with mobile zone sheets and updated assignments
- Puts management of staff feature access and individual device clearances in the hands of IT Administration
- Drives personalized guest service through integration with SMS|Host Guest Profiles, Preferences, and the Guest Itinerary
- Utilize core SMS|Host system functionality and drives that out securely to mobile users
- Effectively improves employee productivity through the efficient use of mobile technology

Communicated Information

Your SMS|Host system and SMS|Host Anywhere interface supports but is not limited to:

INTERFACE FUNCTIONALITY

Perform guest check-ins / check-outs

Process credit card payments

Search for guests by reservation number, guest name, group name, or unit number

Modify guest contact information and reservations

Folio viewing, printing, and emailing

Signing, emailing, and texting of digital registration forms

Electronic key cutting

- Flexible housekeeping filters by multi-property, rental program, zones, housekeepers, and queue
- Mobilize housekeepers with zone sheets, queue additions status and assignment updates
- Dashboard snapshots offer multiple views for syncing arrivals with inventory preparations
- View, create, and update Guest Messages, Traces, and Notes
- Mobile device management of
- Manage staff access to features by functional roles

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)
- Apple iOS Tablets or Phones (supporting latest iOS version)
- Android Tablets or Phones (supporting latest Android OS version)

For customers interested in processing electronic payments, secure payment processing is supported with Shift4 and FreedomPay EMV compatible devices.

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, call 802.253.7377, or reach out to your Springer-Miller Systems Accounts/Sales Manager.

To learn more about SMS|Host Anywhere, please visit <https://springermiller.com/products/sms/host/sms/host-anywhere/>