SIHOT.

hotel management software

INTERFACE CERTIFICATION

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The SIHOT product suite is a highly developed and technically advanced software for managing all aspects of the day-to-day hotel and hostel operation. A particular feature of the product suite are standardised interfaces developed by GUBSE which enable the connectivity to a number of third party systems, such as PABX, WiFi, energy management, Yield and Internet reservation systems to name but a few. All of these interfaces are designed to enable third party vendors to integrate their solution into the SIHOT environment.

Based on 30+ of experience in software development, we know that interface implementations require much support, even though we pride ourselves in providing a comprehensive set of interface specifications for interface developers. We have, therefore, established a certification program in order to help partners conclude their projects in an efficient and timely manner. GUBSE strongly recommends partners to participate in - and benefit from - the certification program.

Important note:

Without participation in the certification program, GUBSE will not be involved in the implementation of any interface and is not required to answer any questions. Any errors that may occur while using an uncertified interface are the sole responsibility of the vendor and GUBSE will notify customers accordingly.

REQUIREMENTS FOR THE CERTIFICATION PROCESS

Upon the vendor's request, GUBSE offers a short guide in which the whole certification process will be recorded. Once the vendor provides the necessary details of the integration, GUBSE will assign a manager who will be in charge for guiding the vendor through the certification program. During the initial discussion with one of GUBSE's dedicated certification consultants, all parties will have the opportunity to discuss vendor's product, interfaces and system functionalities as well as extend of the integration. The vendor is expected to provide the following information beforehand:

» Legal entity, product name, billing address
» Short description of the product purpose and functionality
» Contact information for business and technical questions
» Mutual clients, market demand for the product/interface (a compulsory requirement is the verified interest of at least three different SIHOT customers in the new integration)
» Other details as may be required

If all parties agree to go ahead with the certification, GUBSE prepares a commercial proposal for the agreed scope of the integration project and will provide the vendor with a proper interface specification. The volume and the cost of the certification project depends on the complexity of the integration. The current rates for a number of standard integrations can be found overleaf.

GUBSE will start the certification process upon receiving the vendor's order.

THE CERTIFICATION PROCESS

Each certification project will be carried out by a dedicated certification consultant. The manager in charge and the certification consultant will discuss the project's timeline with the vendor during the kickoff-call.

During the implementation process, GUBSE supplies the vendor with access to a suitable sandbox environment shaped for the needs of the integration project and strives to answer any questions concerning the interface specifications and their handling. Subsequent to the completion of the development, GUBSE will conduct tests of the integrated system in cooperation with the partners, to verify the validity of their integration. A catalogue of standard test cases for the validation part is provided beforehand.

Once the validation tests have been completed, the new interface is piloted before the certification process can be concluded. The following requirements must be met:

- » Installation in three different pilot customers
- » Failure-free operation during a minimum of four weeks
- » Confirmation of proper integration by all pilot customers

BENEFITS OF CERTIFICATION PROCESS

Once the validation has been completed satisfactorily, the partner system will be listed as a certified interface to SIHOT and can be sold as such to mutual customers.

All certified interface partners are provided with a full documentation of the tests as proof of the successful integration.

The vendor will receive an official certificate of acceptance stating the scope of the certification process as well as a SIHOT partner logo. Both may be used to assure customers that the software complies with the SIHOT standards and that it handles the business processes concerned correctly. The vendor will also be permitted to refer to SIHOT and GUBSE as a partner for marketing purposes.

Important note:

The certificate of acceptance covers only the agreed scope of the project. Any functional or technical extension of the certified interface is subject to a new interface certification.

SIHOT.INTERFACE CERTIFICATION

CERTIFICATION FEES

Each certification project will be charged in relation to the complexity of the interface integration. This nominal fee is necessary to guarantee the availability of our highly qualified consultants during the certification process. The interface certification rates are stated below and include set time contingents for support and validation as mentioned. Any extra support hours and additional validation rounds will be charged on top as per published rates.

STANDARD XML-INTERFACE

The standard XML interface consists of a common format with a wide range of uses. Many key card systems, ID-scanners, minibars, spa programs, energy management systems, etc. use this interface to exchange data with SIHOT.

Certification fees	1,500.00 €
Time quota	5h

RESERVATION-INTERFACE

The dedicated reservation interface not only transmits reservations but also additional data such as availability, rates, allotments, blocks, search requests, etc.

Certification fees	2,500.00 €
Time quota	12h

ACCOUNTING INTERFACE

The accounting interface transmits specific data required for bookkeeping, such as revenues, payments and debtors.

Certification fees	1,500.00 €
Time quota	5h

XML BACKOFFICE INTERFACE FOR BI ANALYSES AND DATA WAREHOUSE IMPORTS

The data transmitted by this interface consist of a snapshot of the current movement data. The data include - but are not restricted to - reservations, folios, invoices, statistics, guest profiles and packages.

Certification fees	2,500.00 €
Time quota	12h

YIELD-INTERFACE

Based on a snapshot of historic and current movement data, rate decisions and restrictions can be calculated and reimported.

Certification fees	3,500.00 €
Time quota	18h

KIOSKS AND MOBILE APPS

The kiosk interface was developed for check-in terminals and mobile apps and can include the data for folios, upselling, payments, invoices and mobile keys as well.

Certification fees	7,500.00 €
Time quota	40h

(applicable as of February 2018 / subject to tax)

Important note:

Customers are required to license their interfaces. Licenses can be obtained from the customer's sales contact. The installation of new interfaces is not part of existing maintenance agreements with our customers.

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