Smarteh HMS Fidelio interface

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Fidelio Interface description

Smarteh Fidelio Interface, certified by MICROS-Fidelio corporation, is a software application used as interface between the Hotel Management System (HMS) and the Smarteh Building Management system (BMS).

Hotel management system (HMS) is powerful application that performs essential financial and organizational functions for hotels, motels and other forms of lodging. These functions include reservations, employee scheduling, accounting, property/maintenance management and customer relationship management.

Building Management System (BMS) is a computer-based control system installed in buildings that controls and monitors the building's mechanical and electrical equipment systems such as Heating, Ventilation and Air-conditioning (HVAC), lighting, power systems, fire systems, access control , security systems and other. BMS system is also an important component to managing energy demand.

To achieve the best possible performance from a hotel's management system, an integration with building management system in the hotel must be established to work together. This connectivity brings the new dimension of interoperability including the features that speed up and simplify all of the functions needed to serve guests, manage hotel operations, maintain and efficiently run enterprise (energy consumption, maintenance costs, ...).

The indispensable automated functions that includes the BMS automation systems can be realized , as for example:

• managing the RFID keycards from the front desk automatically and in real time execution through the network

• the room management modes related to the guest reservation or arrival

• additional functions like room occupancy minibar control, room service and do not disturb statuses etc...

Smarteh Fidelio Interface, is a service application which communicates with Fidelio HMS server over the Ethernet - TCP/IP protocol.

The data are exchanged using standard FIAS protocol.

Due to the functionality of use for the BMS of the all available data (Record-ID) types by Micros-Fidelio Property Management System (PMS) standard, Smarteh Fidelio Interface application was developed to support next Record-ID types:

• Key-card System Service (KSS)

• Room Data Service (RDS)

Interfacing between the HMS and Smarteh BMS can be done on the same way, even if the HMS is not by Fidelio, as far as the HMS supports the standard FIAS protocol.

In case that the HMS of the hotel is not supporting the FIAS protocol at all, the interfacing between the HMS and the Smarteh BMS can be done by directly sharing exchanging the needed data by the SQL database or similar.

1. KEYCARD SYSTEM SERVICE (KSS) EXAMPLE

The Keycard System Service (KSS) includes all needed data to handle online Keycard access features (make new guest keycard, delete guest keycard, change the guest keycard properties, …).

Example: The receptionist enters the demand to create new card for certain guestroom. It reads not assigned RFID card on the reader near its terminal. Within few seconds this card is assigned to certain automation controllers to open defined access doors (room, floor, elevator...)

Background: "make new guest keycard" request (with all related data) from reception (Fidelio HMS Client) is received on Fidelio HMS Server which then sends this

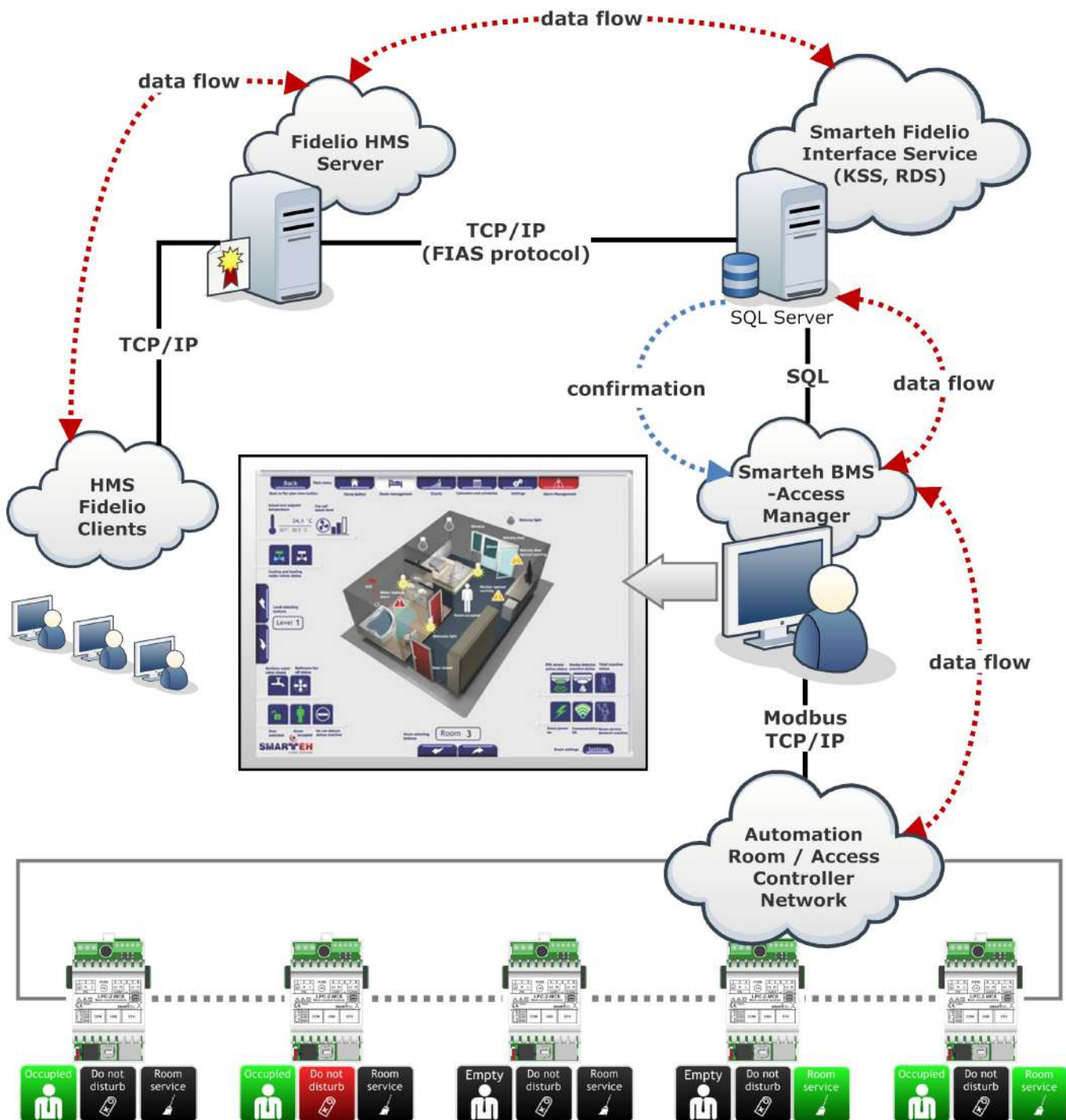request to Smarteh Fidelio Interface. Requests are stored in Smarteh Fidelio Interface SQL database.
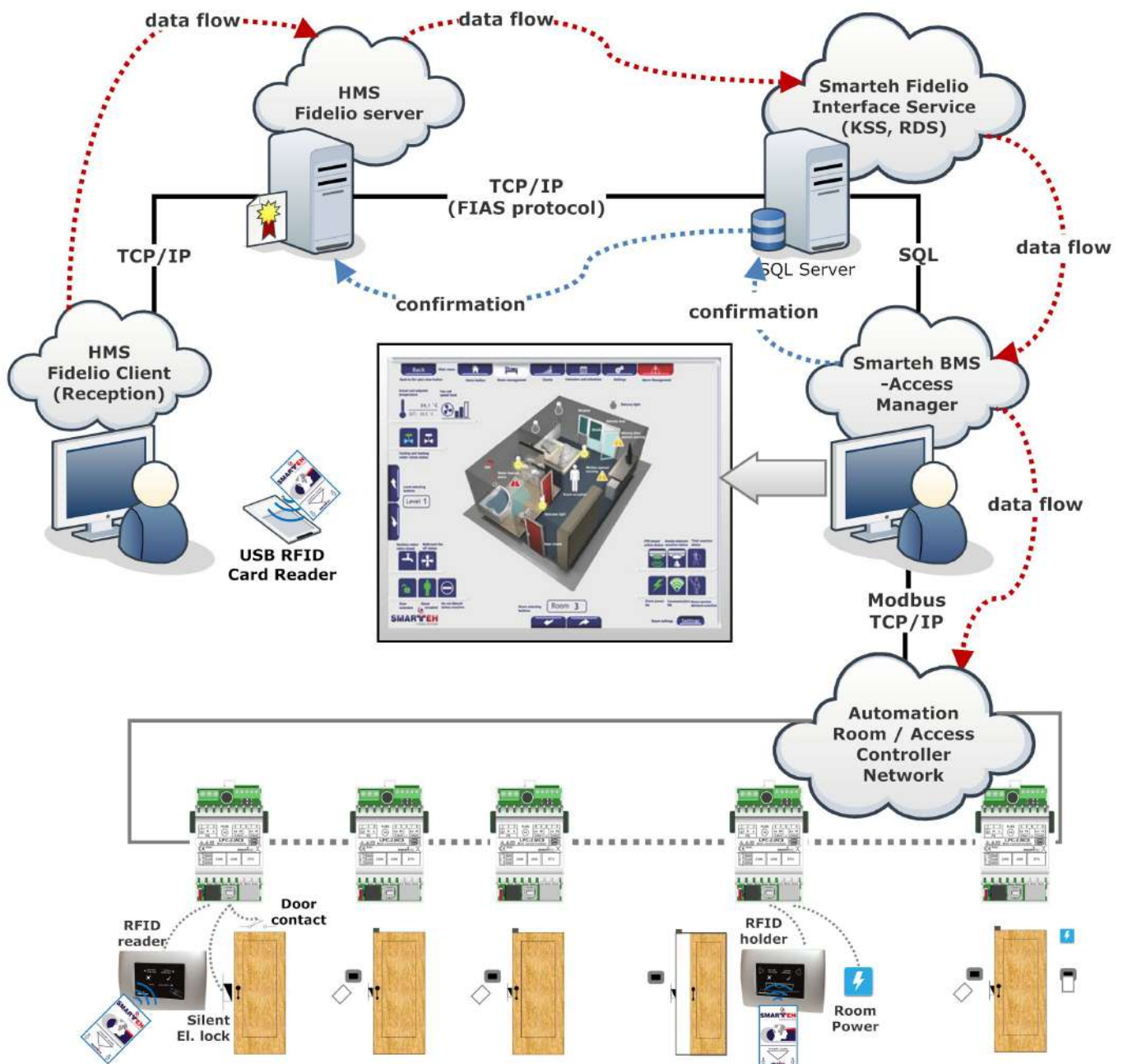
Exchange KSS data flow concept.

2. ROOM DATA SERVICE (RDS) EXAMPLE

The Room Data Service (RDS) includes all needed data to handle Room Data Service features (turn do not disturb on, set minibar rights, set TV rights, set room status, ...).

Example: Guest activates the Room Service demand on the room card-holder and leaves the room – expecting the staff will clean the room. This information-demand is automatically received on the reception terminal.

Background: The BMS (SCADA) receives this statuses from the room controller and generates "set room status to dirty and vacant" request (with all related data) and writes it into SQL data base. Smarteh Fidelio Interface handles request commands by reading SQL database room data and sends to Fidelio HMS Server which operates the request. Smarteh Fidelio Interface writes confirmation data to SQL database.

Exchange RDS data flow concept.