

# Property Web Services Workgroup

## Charter & Objectives

The Property Web Services Workgroup is charged with developing a set of Web Services designed to promote interoperability and information exchange among systems that service the needs of hotel properties.

## Business Benefits

### IT Benefits:

- Standardized interfaces
- Easier version upgrades for interfaced systems
- Less pain when systems must be swapped out, e.g. during rebranding
- System support efficiencies - simplifies triage & permits measurement
- Application logic remains with vendor – less need for custom integration
- Platform & application independence
- Leverages infrastructure
- Standard IP connectivity

### Operational Benefits:

- Guest Service Enhancement
  - Unified Guest Messaging
  - Output to a variety of devices
  - One view of guest – centralized service
- Operating Efficiencies
  - Real time data exchange
  - Reduces time to get needed information
  - Increases quality of needed information

## Team Organization

This workgroup operates primarily through eight distinct teams, each focusing on specific requirements:

- Back-Office Integration Team
- Digital Signage Team
- Food & Beverage Ordering Team
- Guest Self-Service Team
- Identity Compliance Services Team
- Open Data Exchange Team
- Protocol & Message Architecture Team
- Single Guest Itinerary Team

## Participants

Accuvia Consulting  
 Agilysys  
 BearingPoint  
 Cigital  
 Cox Business Services  
 Datavision Technologies Inc.  
 Delaware North Companies  
 FCS Computer Systems Sdn Bhd  
 Folio Exchange  
 Four Seasons Hotels & Resorts  
 Four Winds Interactive  
 Graphic Systems, Inc.  
 IBM Corporation  
 Infor  
 Infosys Technologies Ltd.  
 InterContinental Hotels Group  
 Knowcross Solutions Pvt. Ltd.  
 KoolConnect Technologies  
 Marriott International  
 MenuLogic  
 MICROS Systems  
 Microsoft Corporation  
 Newmarket International  
 NxTV  
 OpenCourse Solutions  
 PAR Springer-Miller Systems  
 Professional Accounting Solutions, Inc.  
 ResortSuite  
 SAP  
 Starwood Hotels & Resorts Worldwide  
 Swisscom  
 Symon Message-Link  
 TAC GmbH

## Certification

Available for certification now (Property Web Services 2008A):

- Single-guest itinerary specification
- Web Services Framework v2.1

**HTNG Certified Products** as of June 8, 2008

- NxTV – **NxTV 4.1**
- OpenCourse Solutions – **OpenCourse Activity Suite 3.0**
- PAR Springer-Miller Systems – **Spasoft 3.0** with **SMS|Diplomat 2.3**

Available for certification soon:

- Back office integration
- Digital signage\*
- Open Data Exchange
- Food & Beverage Ordering

\*At the time of printing it was not known if this would be included in 2008A or 2008B.