

Integration Process

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Integration Process

Protel uses a five-stage approach towards building integrations.

The stages and expectations are described below.

Software partners can only achieve integration certification after each of the project stages has been successfully completed.

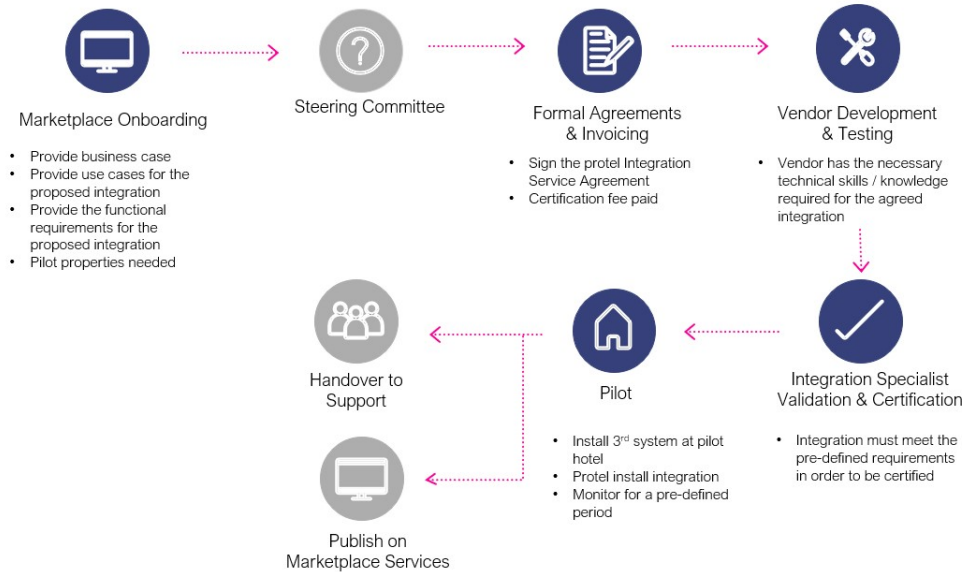
To get started, kindly register [here](#) to "become a partner".



Integration Process – What do we need from the 3rd Party Vendor

- **Certification Fee:**
3,000 € for One Way
5,000 € for Two Way integration
- **One-time flat fee, payable in advance**
- **The hotel/s pay a separate fee for the interface after installation**

Integration Process: Vendor Requirement



Technical Requirements

Protel will initiate a requirements session with our software partner. Protel will provide an overview of our systems, data flow and engagement processes. We also take the time to learn about the vendor's systems, what functionality can be provided on one side and supported on the other. Once we understand each other's capabilities and limitations we are able to define what data we can exchange, integration project scope, plan resourcing based on availability, and finally agree on the project timeline.

This data is then used to produce an **Integration Services Agreement**. This agreement will detail the Scope of Work for the project, an estimate of the time and the costs involved for the integration. The Integration Services Agreement must be signed off prior to any work being scheduled.

This process allows us to set expectations with any pilot properties that are planned

Development

All integrations require development. Once we have defined the project scope in the Requirements phase we are ready to get started with any development that is needed. Here is how we like to proceed.

1. Let Protel know you're ready to get started.
 - a. We will provision a test hotel for you within our test environment.
 - b. Protel will provide contact details for a Protel Integration Manager to assist with any technical questions.
2. A joint discussion to agree on

- a. The scope of the project
- b. What messages can and cannot be supported
- c. Granular discussions regarding the message contents
- d. Security message transport
- 3. We will define a delivery schedule to set expectations with you and your proposed pilot property(s).
- 4. We will proceed in developing an integration using the following order:
 - a. PMS
 - i. Outbound from Protel first, base integration (Reservations, blocks, allotments, inventory, profiles, stay history, other as may be decided).
 - ii. Outbound from Protel secondary, base integration (Rates, Restrictions, other).
 - iii. Advanced Integration (we'll decide case by case if and when we will build support for the additional data flows).
 - b. Integration Partner
 - i. Inbound to Protel (ReadRQ, Rates, Restrictions, Configuration, Profiles, Reservations, other)

Test

When each message implementation is completed, protel will jointly test each integration data flow (see test cases in the appendix). We have an extensive set of test cases which must pass successfully before we will move into Pilot and finally enable a customer hotel in production.

Once the test cases pass, we will be ready to enable a pilot live hotel in our production environment.

Pilot

Pilot Agreement

Integration Partners need to identify pilot hotels. Protel cannot certify any integration that has not been successfully piloted. Pilot hotels will need to sign the **protel Pilot Agreement**. The pilot agreement ensures the pilot hotel is aware that they are using a beta integration and that protel is permitted to take a copy of their production database.

The pilot phase of testing is an essential phase. Many issues that are not detected in the initial testing phase, but also identify any are discovered in the pilot phase. This is where we can closely examine not only the quality of the data technical issues regarding connectivity, message format, latency etc. The pilot phase can be broken down into 2 parts.

1. **1-way** - this will be when outbound message flows (from protel) are complete. This enablement will occur while work continues on the inbound connection.
2. **2-way** - this will be when inbound message flows(to protel) are complete.

QA

Here is where we execute the Test Plan. The QA phase involves many iterations of various combinations of messages sent and received where all messages are closely checked for correct content. This is the point where performance monitoring counters and thresholds are set to ensure that the volume of message traffic can be sustained.

Live

Protel's final certification is when we have 100% success with all production messages sent to the pilot hotel. We follow this with a pilot phase. We then make the integration available to all customers who are requesting that interface.

Integration Certification Checklist

The following items must be completed prior to the official certification being issued by protel, and the Integration being made available for General Release

Completed Test Plan – Integration Agreement sign-off

Both protel and the Integration partner need to sign off the successful completion of the test plan for the pilot hotel

Successful running phase completed

The running phase is a period varying between 2-4 weeks where we ensure the integration performs well in a production environment. We will agree on the running phase time frame. Obviously, if there are defects identified during this time the running phase will be extended to ensure we are Certifying a working integration

Product Information document

It is in your interest to ensure that the protel Sales and Distribution network are fully aware of the features, benefits and unique selling points. This will help speed your return on your integration development investment. We also want to ensure we are able to provide our Distribution partners with any unique technical details to ensure a smooth on-boarding process. From Ordering to Installation.

Info You need to provide:

- Product official name
- Certified version
- General Product Description. This should include product information detailing the features and benefits
- Unique protel specific, features and limitations
- Special installation requirements
- Support information
 - Support hours
 - Support phone
 - Support email
 - Other support information
- Your on-boarding process
- Customer Reference Quotation

Info Protel needs to provide:

- Ordering information
- Installation information
- Support information
- protel on-boarding information

Post Certification Marketing

We want to help you get sales!

When certification is complete we want to give your product the maximum exposure possible to our global user base of hotels. Our protel Service Store manager will contact you to explore the many joint marketing possibilities we have on offer to help drive sales for your business.

- Advertise your product in our Services Store
- Promotion at industry Trade Shows

For more information regarding the protel Service Store or business development please contact us at marketplace@weareplanet.com