

EOS pilot + engineering handoff

Proposed pilot scope and delivery responsibilities | September 15, 2026

WHAT WE ARE BUILDING

Guest Intelli connects guest planning and concierge interactions to property fulfillment and measurable results. Hotel Operator is its workspace for property teams, combining guest journey management, staff actions and reporting.

One guest: plan > book > fulfill. One property: see every journey > act > measure.

FIRST EOS PILOT

Recommend: one property and one booking category, dining if source access supports it. EOS confirms property, cohort and review period.

Guest: confirmation email into a secure web experience. Plan before arrival, book, return and request a supported change. Reuse Phunware Concierge as a service.

Staff: see full journey-stage totals, open a working list, assign an exception and return accurate status to the guest.

Measure: acted stays, completed bookings, adjusted attributed spending and net staff effort. Reconcile sources before reporting value.

REUSE, COMPLETE AND DEFER

Reuse: Planner, existing Concierge, Core and Hotel Operator work. Map overlaps with MaaS before committing to a hosting or UI shell.

Complete: shared identity and booking returns, selected vendor connection, property reporting, financial matching and operating controls.

Define now, connect later: consented marketing segments and events. Full CRM activation can follow the pilot.

Outside this pilot: a new native app, EOS wayfinding, broad portfolio rollout and Healthcare. TimeLens, offers, recovery and Quiet Hours remain expansion scope.

DELIVERY AND HANDOFF

BSPG delivery	Build and harden in the current AWS sandbox. Supply code versions, interface contracts, test evidence, runbooks and training.
Phunware engineering	Phunware engineering names a counterpart and operating owner, resolves service reuse and confirms production controls, capacity and handoff lead time.
Product, data and EOS	Product and Sales finalize scope with EOS. Data owners agree source and metric contracts. EOS supplies an operating sponsor and approved access.

ACCEPTANCE AND THE NEXT DECISION

Accept a fresh guest booking and change, a staff-resolved exception, stable property totals, reconciled adjustments, access isolation and tested recovery. Agree scope, named owners, effort and external dates before promising enrollment.

Target: four-week build and handoff package through October 12, subject to sizing and capacity. Customer launch follows environment, legal, source and staff acceptance.