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FOR IMMEDIATE RELEASE

### **NovaPLUS to WinPM Conversions—MSI Family Ties That Bind**

Three Western Inns properties now independent heirs of new, compatible technology

Phoenix, AZ — January 20, 2012 — Multi-Systems, Inc. (MSI) has completed the conversion of three of its NovaPLUS properties to its WinPM property management system solution. MSI answered the call for these Western Inns properties, which required the need for additional PMS functionality as they converted to an independent flag, and the ability to establish a two-way interface with the independent CRS, iHotelier.

Greg Woodland, Director of Operations at Western Inns relates, “We feel comfortable with the people at MSI. But before we decided on the conversion, of course we shopped. Price value matters. We soon realized of greatest value was the intimate relationship, the mutually-rewarding benefit of true partnership, and the years of hard work and expertise it takes to attain this standing. Those within the walls of MSI have always been there for us in the past. If we hadn’t chosen MSI, the one cheated might have been Yours Truly.

“I’d be remiss if I failed to mention the near effortless switch to WinPM,” Woodland goes on to say. “MSI’s Implementation team was quick to respond to our individual needs—identifying those among us who required additional training, as well as tending to the conversion overall. They worked beyond expectation to understand each person’s level of expertise; we never felt overwhelmed by their own.

“WinPM is easy to use, with key features that aid in tracking everyday guest needs and those select travelers only requiring the occasional look-see. Bottom line, we trust the ‘marriage’ between our properties and MSI to streamline and better property management practices unerringly. In turn, the ‘family’ who comes to stay with us leaves having had a better experience. Since the successful conversion of the properties, the follow-up service has been exceptional. The only remaining question I have is, ‘When is the reunion?’”

Rick Munson, MSI President and CEO shares, “I am confident in stating that it’s not only the technology ties that bind and result in success; family that works well together, stays together. It’s no small wonder these conversions have taken place victoriously, as Western Inns and MSI have worked compatibly for years. We were a match made in heaven, you could say, and we’ve had the pleasure of staying that way. Congratulations to Western Inns and these three, new WinPM independent properties!”

#### **Regarding Multi-Systems, Inc. (MSI)**

Serving the hospitality industry since 1990, MSI (Multi-Systems, Inc.) is a leading supplier of hotel technology and property management software solutions. With an installed customer base of over 5,800 hotels and resorts throughout North America, MSI is one of the largest privately held providers of fully integrated property management, sales and catering, marketing, point of sale, web booking, and centralized corporate services. MSI specializes in “total system solutions” for

management companies and hotel chains by providing central reservation and property system integration. For more information on MSI, visit [www.msisolutions.com](http://www.msisolutions.com).

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