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Canyon Plaza Resort Selects and Installs MSI's Hospitality Technology Property Management Solution

Phoenix, AZ – January XX, 2010 – MSI (Multi-Systems, Inc.), a leader in hospitality technology solutions is proud to announce the selection and implementation by Canyon Plaza Resort of MSI's WinPM (property management solution) and Web-Booking Engine.

In early 2009 having just six months invested into a new property management solution, it became apparent that the software was not going to meet the needs of the 232 room / group intensive property located on the border of Grand Canyon National Park. Chris Brainard Controller for Canyon Plaza Resort, embarked on finding a replacement. While a difficult decision to replace a software application which was just implemented, it was clear their daily business needs were suffering and a new investment needed to be made. Having become disillusioned, the evaluation of MSI's WinPM Property Management Solution quickly took on a life of its own. Each feature and function was scrutinized and reviewed by multiple members of the resorts staff. The daunting task of having another installation so close to the one just completed was not something that excited any of the properties associates.



After a lengthy and exhaustive review, the team selected and has implemented MSI's WinPM Property Management System and Web-Booking Engine. Operating off of a single database, real-time inventory and access allows guests up to the minute web-booking options. The group functionality allows the resort to manage their business and provide superior guest service.

"We needed a system to handle our large group business. Our last system just could not keep up. We've found WinPM to be an intuitive and comprehensive technology solution allowing our staff to focus more on our guests, than on the system itself," shared Chris Brainard, Controller for Canyon Plaza Resort. "Our staff continues to share how flexible and easy to use WinPM is in their daily activities. Whether setting up group bookings with often complex charge routing or simply linking guest folios and reservations, the information can be found in one place without having to toggle between different modules of the system. WinPM's integrated City Ledger accounting allows us to track invoices in the system based on our settings, not by adopting the solutions processes," Brainard continued.

"MSI's WinPM PMS was developed with properties like Canyon Plaza Resort in mind. We believe a solution should provide an intuitive interface with a robust engine to handle today's changing business needs. We are very pleased Canyon Plaza Resort has entrusted us and our technology for their busy resort," commented Tim Tiller, MSW, President, MSI.

Canyon Plaza Resort provides discriminating guests an escape to the grandeur of the Grand Canyon where sunlight dances on canyon walls and towering sandstone sculptures cast long shadows on the high desert. Located minutes from the south entrance of Grand Canyon National Park, guests at Canyon Plaza Resort Grand Canyon can fully experience the magic of the Grand Canyon. MSI's WinPM PMS provides a comprehensive solution to help manage Canyon Plaza Resorts operations, while increasing productivity and profitability for this group-centric property.

About Canyon Plaza Resort

Canyon Plaza Resort Grand Canyon is conveniently located just one mile from the south entrance to Grand Canyon National Park, and seven miles to the famous South Rim. Their close proximity allows guests to come and go as you please. Enjoy a morning canyon hike and a restful afternoon lounging by the pool. Return to the canyon rim in time to catch the vibrant sunset.

About Multi-Systems, Inc.

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 nearly 3,000 hotels and resorts throughout North America, MSI is one of the largest privately-held providers of fully-integrated property management, sales, marketing and catering, 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.

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