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Uncompromising Standards Make the Return that Much Sweeter

Best Western Carib Beach and MSI together again

Phoenix, AZ – September 2, 2009 – MSI (Multi-Systems, Inc.), a hospitality technology solutions provider is pleased to announce that *Best Western Carib Beach Resort of St. Thomas, Virgin Islands* has returned to the MSI family of clients. In 2005 Best Western Carib Beach made the business decision to move to a different provider for their property management solution. Even though they were happy with Nova Plus itself, they did not want to go through the anticipated learning curve resulting from MSI's acquisition of Nova Plus.

However, the hotel staff soon discovered that making the switch to a new PMS solution proved to bring a separate set of challenges. They found the new solution was not as engaging as NovaPlus, in addition, service and support did not meet their expectations. Motivated by watching other Best Western properties using NovaPlus and realizing MSI's ability to live up to the promises made post-acquisition, Best Western Carib Beach was determined after just two years to re-invest not only in the Nova Plus product, but in the company now providing the hospitality technology solution - MSI.

"The decision to move back to NovaPlus and to MSI was an easy one after being with another provider for just two years. We were made to feel welcome and empowered in the process; the implementations team that traveled to our site where professional and knowledgeable. It was refreshing to see that a company could carry out promises they made regarding functionality and features. MSI's support staff is truly committed to providing superior service" commented Kanema Ayala, Front Office Manager at Best Western Carib Beach. "When we de-installed Nova and went with the other provider everything was done remotely--installation, training and support. We never really felt like we knew the people behind the telephone. With MSI we have a dedicated brand team that works with us; they understand our processes and our business. We have an account manager that not only knows the Best Western brand, but our particular property," she further stated.

"MSI has a legacy of building relationships, maintaining transparency with our clients and being committed to our foundation and guiding principles," stated Tim Tiller, MSW President of MSI. "We have a passion and a desire to see our clients and associates succeed. I was personally thrilled when Best Western Carib Beach made the decision to rejoin MSI's family of clients. We are determined to empower the hospitality industry to expect superior service, innovative technology and to have it provided by great people. All of MSI's associates are excited and join me in welcoming back Best Western Carib Beach" Tiller went on to share.

A productive client - vendor relationship must exceed the customer's expectations.. MSI continues, after twenty years in the hospitality technology industry, to provide a level of trust, vision and personal empathy necessary to empower to lodging industry.

ABOUT BEST WESTERN INTERNATIONAL

Best Western International is THE WORLD'S LARGEST HOTEL CHAIN®, providing marketing, reservations and operational support to over 4,000* independently owned and operated member hotels in 80* countries and territories worldwide. An industry pioneer since 1946, Best Western has grown into an iconic brand that hosts 400,000* worldwide guests each night. Best Western's diverse property portfolio, its greatest strength, stems from a business model designed to give owners maximum flexibility to address market-specific needs. Equally committed to the business and leisure traveler, Best Western recently embarked on a mission to lead the hotel industry in customer care. World Vision is the charity of choice for Best Western in building the world's largest family, as our hotels and staff sponsor children in need around the globe. Since 2004, Best Western has served as the Official Hotel of NASCAR®. For more information or to make a reservation, please visit www.bestwestern.com.

*Numbers are approximate and can fluctuate.

About MSI (Multi-Systems, Inc.)

Serving the hospitality industry since 1990, [MSI \(Multi-Systems, Inc.\)](http://www.msolutions.com) is a leading supplier of hotel technology and [property management software solutions](http://www.msolutions.com). 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.msolutions.com.

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