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MSI Recognizes its Associates MSI Empowers a Team of Associates with Ten Thousand Dollars

Phoenix, AZ – January 26, 2010 – MSI (Multi-Systems, Inc.), a provider of hospitality technology solutions located in Phoenix Arizona recognizes the time and effort their dedicated associates put into the company in 2009, navigating the greatest recession in their industry niche (hotels and resorts) in decades. Part of the recognition came in the form of empowering a team of associates with ten thousand dollars to convert a board room into a corporate game room to be utilized for years to come.

Entering into 2009, the associates at MSI made many sacrifices to ensure that the 20 year old Phoenix based software and service organization was able to navigate the anticipated tough year ahead. The goal was not to simply survive, but to enhance MSI's products and services while making a respectable profit in the process.

Flash forward 12 months, following the toughest economy since the Great Depression: MSI is entering 2010 stronger than ever. In recognition of a job well done, MSI's Executive team entrusted a committed team of call center technicians with a budget of \$10,000 to transform a conference room into an associate accessible game room. The commissioned team has kept the game room a secret from the rest of the staff and is anxiously looking forward to the unveiling later this month.

When completed the room will include a Wii supported by a 58" plasma TV connected to a surround sound system with a library of interactive games, a foosball table, arcade console with multiple game options, beanbag chairs and sofas for lounging during breaks.

This small token of appreciation was in recognition for the important role MSI associates played in accomplishing the corporate goal while still giving back to the local community. The associates entered 2009 moving from a comfortable HMO health insurance benefit plan to a high-deductible, consumer driven HSA plan. In addition, they sacrificed merit increases, 401K matches and gave up many perks while implementing ways to enhance productivity. "Since MSI's inception, we have always had the motto that the well being of our associates was top priority. Looking into 2009 we were faced with making some tough decisions which some could say went against our founding guiding principle of people first. Asking our associates to make sacrifices and modify behaviors was not easy, however, we knew these changes were important to ensure the team as a whole would come out stronger," stated Tim Tiller MSW, President. "A year later the company is stronger than ever and positioned to grow, thanks to the associates who put the company first."

Regardless of the above individual sacrifices, MSI's associates continued to perform at work while making a difference in the community. Each month a team of associates gathered to prepare and serve a meal to families staying the Ronald McDonald House located at Phoenix Children's Hospital. The MSI associates created an internal competition, collected and donated over 1200 canned goods for St. Mary's Food Bank during the holidays.

Through the year, a group of associates came together to support Open Table's mission of ending poverty one person at a time, which resulted in supporting a father and his three son's journey from homelessness to self sufficiency.

The MSI associates game room is expected to be a constant reminder of the power of teamwork. Corporate growth and culture is not the result of a few key executives, instead it is based on the execution of each individual's strengths and passions focused on a common mission driven by values and guiding principles.

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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