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EnterprisePM finds Paradise at Maho Bay Camps & Resort

Phoenix, AZ - September 8, 2009 – [MSI \(Multi-Systems, Inc.\)](#), a provider of hospitality solutions is thrilled to have Maho Bay as part of the MSI family.

Scott Drennan, resident manager, began his search for a new PMS in 2008, one that would enable Maho Bay to enhance guest experience and increase both employee efficiencies and guest satisfaction. Maho Bay wanted an affordable solution, one that could host all three properties and the corporate office on a single server sharing a common database. Cross-booking and real-time multi-property views were just two features they sought. “We wanted a more efficient way to track our repeat guests and their needs so we could provide stronger more personalized service for them,” Drennan explains. “We also wanted to take advantage of as much paperless functionality as we could” Scott continued.

Maho Bay was eager to simplify training, empower their associates while increasing guest service and productivity. Their desire was to migrate to a solution built on the Microsoft platform providing familiarity and confidence. After extensive research, Maho Bay invested in MSI’s EnterprisePM, a solution that would allow the eco-resort to attain the benefits of a next generation PMS hospitality solution.

“By selecting MSI’s ePM solution, Maho Bay was able to accomplish their technology goals; having a shared database, email confirmation, a Microsoft Windows platform, easier reporting, and cross-property capabilities that allowed guest service agents to provide a higher level of service. We knew it was paramount for Maho Bay to be able to empower their employees and provide superior guest service,” stated Tim Tiller, MSW, President MSI. “The MSI team and the team at Maho truly worked together to ensure a successful implementation,” he further commented.

Scott shared that he and his team are excited to grow with MSI and EnterprisePM. Maho Bay looks forward to beginning the 2009 – 2010 season with their new solution in place. “EnterprisePM is allowing us to share information across our properties and as we continue to learn and grow with the solution we are finding that MSI and ePM are able to grow along with us”. Having the ability to be able to modify information and put it into the format you want it in is an advantage. We can now easily email reports to our office in New York” he added.

EnterprisePM uses the latest in Microsoft .Net framework. ePM (EnterprisePM) delivers an intuitive user interface and a robust infrastructure capable of servicing multiple locations.

Maho Bay has plans to implement ePM’s Web booking engine. In an effort to further increase the efficiencies while offering real-time information and making it easier for guests to gain access to information and book our properties. The ability to export to Quickbook’s, and new travel agent reporting functionality are also eagerly anticipated by the property.

Paradise can have its challenges as can technology solutions; it’s not easy to operate a state-of the-art property management system in a setting boasting frequent electrical brown-outs and costly Internet access, all while minimizing environmental impact. Partnering with MSI has paid off for Maho Bay, Drennan says. “There are a lot of great people to work with at MSI they don’t just give lip-service they truly take service to the next level.”



Stanley Selengut founded Maho Bay Camps surrounded by the Virgin Islands National Park in St. John, the US Virgin Islands. Visitors prize the rustic paradise, which enables a back-to-nature experience nestled within the exotic flora and fauna of the Caribbean. For more information and to visit Maho Bay Camps & Resorts visit them on the web at www.maho.org.

About MSI (Multi-Systems, Inc.) a leading supplier of property management and hotel reservation software, has served the hospitality industry since 1990. 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 solutions, web booking, and centralized corporate services. MSI empowers the lodging industry through great people, superior service, and innovative technology. Its customer support team has been recognized as the industry leader and is key to the success of MSI's products and services. For more information on MSI, visit www.msisolutions.com.

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