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FOR IMMEDIATE RELEASE

MSI/REMco Adds Ray of Sunshine to Dickinson Headquarters

Robert Swartzwelder of Ft. Lauderdale, FL named Director North Dakota Operations

Phoenix, AZ – March 4, 2011 – MSI (Multi-Systems, Inc.) | REMco, hospitality technology solutions provider focusing on property management, sales & catering, point of sale, business intelligence and central corporate services, is pleased to announce the appointment of Robert Swartzwelder to Dickinson, ND, where he has been chosen to lead as Director of Operations.

In his new role, Robert will be the Director of the Customer Services Center and IT for the MSI | REMco operations center based in Dickinson, ND.

“Robert brings an impressive 15-year history of call center knowledge, as well as IT support,” says Maureen Kieffer, Chief Operating Officer at MSI | REMco. “With his superior operations performance, design and implementation strategies, and second-to-none approach to leadership, Robert capitalizes on our expectations for this role. Undoubtedly, he will boost production and surpass critical goals in our ND Operations.

“I am very thankful for the warm MSI | REMco welcome and vote of confidence,” says Robert. “I am happy to be here and to be greeted with such enthusiasm. I am anxiously engaged in not only contributing toward a positive impact but excelling in this new endeavor, exceeding our customers’ expectations.”

Most recently, Robert was the President and former Owner of QSR Delivery Solutions, a call center and help desk solutions provider for concepts including: Pizza Fusion Holdings, Salad Creations, Romeo’s, and Café Lombardi. Prior to founding QSR, Robert consulted for DeWolff, Boberg & Associates as a Management Consultant, directing projects for AT&T and Bellsouth. He was also the Director of Operations for Universal Delivery Solutions, Inc., (UDSG) where he oversaw product development and everyday operations for a 350-seat U.S.-based call center and outsourced 500-seat Mexico-based call center. He supervised over 300 delivery stores, 5 district managers, 25 area representatives, and approximately 2,200 delivery drivers across 5 states.

Kieffer goes on to say, “Robert is a shining example of who we seek to adopt into the MSI | REMco family. Influenced by his remarkable track record, driving force to succeed, and sure-fire problem-solving tactics, he will contribute to a brighter future for MSI | REMco overall. We are excited to have him with us and to usurp from his impeccable example.”

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 2,800 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.

Regarding REMco Software

Based in Dickinson, North Dakota, REMco® Software Incorporated designs, distributes and supports property management software for the hospitality industry. REMco’s premier product, NiteVision, is currently installed in over 3,000 properties worldwide. REMco is committed to their customers by offering affordable solutions that bring peace of mind to hotel management.

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