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For Immediate Release

Ronald McDonald House in Phoenix Testing MSI's New Enterprise PM

*New PMS automating housing facility for families of seriously ill children;
affordable, customizable system helps small and independent hotels
be more competitive in the marketplace while providing better service to guests*

PHOENIX — APRIL 18, 2005 — Multi-Systems Inc. (MSI), the hospitality industry's leading provider of fully integrated property-management, marketing and reservations systems, announced that its new Enterprise PM property-management system began Alpha testing in mid-March at the Ronald McDonald House® (RMH) Charities of Phoenix. The new system is designed to be extremely flexible for properties with fewer than 75 guestrooms.

Ronald McDonald House is a temporary home-away-from-home where the families of children being treated for serious illnesses or trauma reside while the child receives medical care at a nearby hospital or medical center. It also is a place where children who are receiving outpatient treatment are able to spend time with their families in a warm and cheerful environment.

"We couldn't be more delighted to be the test facility for MSI's new Enterprise PM system," said Nancy Roach, executive director of RMH. "Not only is this system a real time saver from an operations standpoint, but it facilitates staff productivity, so they can spend more time assisting families. We didn't know how efficient our check-in/-out procedures could be until we partnered with MSI."

Betsy Byrd, MSI product manager, said working with the Ronald McDonald House benefits everyone who utilizes the system.

"Previously the staff at the Ronald McDonald House was burdened with checking families in and out manually," Byrd said. "Now they can streamline the check-in/-out process, track important information on each family, maintain a research database, and generate reports when needed by its staff and Board of Directors."

"It's been a pleasure to get the process moving, and an even greater reward to know that we are helping families in the long run," she said.

Home Away From Home - Ronald McDonald House provides a much appreciated alternative to expensive hotel accommodations or sleeping in hospital waiting rooms. A \$10 per night contribution is requested from each family, but may be adjusted or waived due to financial need. Depending on a child's illness, the length of stay at RMH can be a few days or a few months, so providing affordable, home-like accommodations helps throughout the process.

"All families share the large community kitchen and dining area, which is stocked with dishes, cooking utensils and some basic food items. A large, comfortable living room, library, playroom and laundry facilities are also available for use," Roach said, noting that while RMH provides linens, towels, cleaning supplies and basic food staples, they recommend that families bring their own toiletries and any additional food needs.

"Like the Ronald McDonald House, Enterprise PM provides a low-cost solution," Byrd said. "Typically it's very expensive from a hardware and software perspective to automate a business for the first time--especially from a ROI perspective. Enterprise PM, however, eliminates these large equipment and installation costs by offering a



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scaled down PMS that provides the functionality limited-service or smaller properties need to automate their business processes.” Roach agreed.

“Enterprise PM is affording us the same check-in/-out, guest history and revenue reporting processes that a larger hotel enjoys without having to incur the expense,” Roach said. “From an automation, cost, training and efficiency standpoint, Enterprise PM is the solution we dreamed of.”

“We are delighted to be able to partner with MSI -- a company that has such a big heart for the community and our families,” Roach said. “We anticipate exceptional results.”

About MSI

MSI, founded in 1990, is a leading supplier of hotel technology and property management systems with a customer base of more than 2,800 hotels and resorts throughout North America. MSI is one of the lodging industry’s largest providers of fully integrated property management, sales, marketing & catering, point of sale, centralized corporate services, and wireless PM systems. MSI specializes in "total system solutions" for management companies and hotel chains by providing central reservation and property system integration. MSI's customer support team has been recognized as one of the best in the industry and is the key to the success of their products and services. For additional information about Multi-Systems, Inc. technology solutions, please visit <http://www.msisolutions.com>.

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