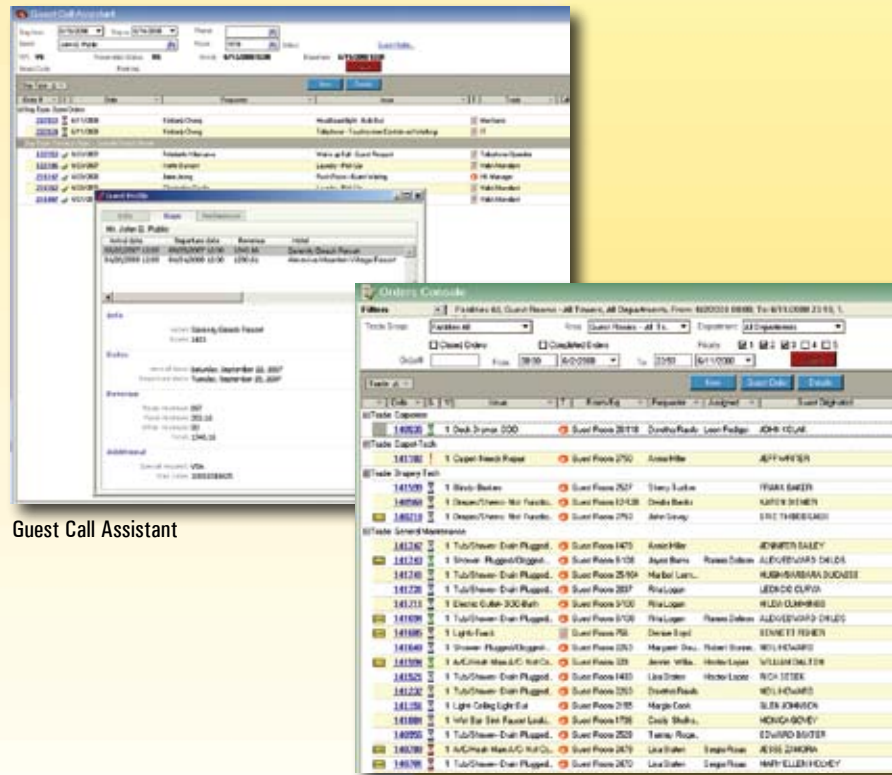


HotSOS is Designed Around the Way a Hotel Works

The Guest Call Assistant screen gives staff a complete view of the guest while on the phone: including stay history, outstanding incidents and requests, and even guest preferences.

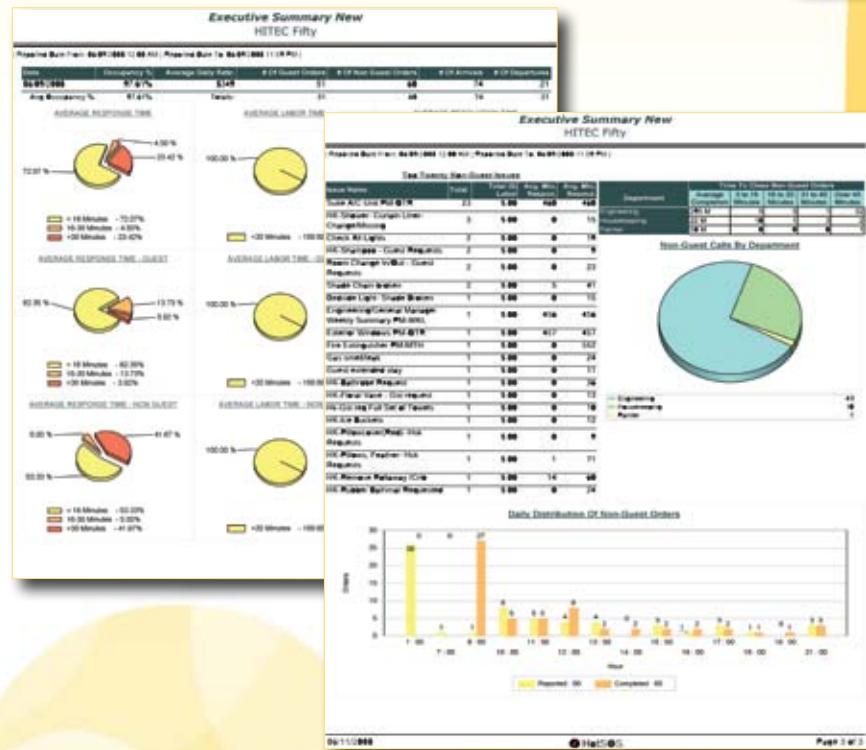
The Order Console allows everyone to view their department work the way it makes sense for them. Creating and updating service orders and running reports couldn't be any easier.

Screens are easy to use and intuitive, keeping training costs to a minimum.



Guest Call Assistant

Service Order Console



HotSOS Gives You What You Need to Run Your Hotel Better

Easy to understand, graphical reports can be created on the fly or automatically generated so they appear in your email inbox each day.

With HotSOS, you'll always know where you stand with your VIPs; what your top guest incidents are costing you; and who your most valuable customers are.

HotSOS lets you keep your finger on the pulse of the operation and ensure that your guests get the experience they expect everytime.



Your Guests Need a Room. But What They *Want*... is an Experience!



“HotSOS gives us a clear picture of the top guest issues across our hotels. With HotSOS, we can make certain that our guests’ experiences are exceptional.”

Jeff Toscano
Corporate Director of Operations
Denihan Hospitality Group, New York, NY.

Today’s guests are more discerning and have more choices than ever for their lodging needs. It’s no longer enough to provide a clean room and a complimentary newspaper. Smart hoteliers must also provide an experience.

Give Guests the Experience They Want

HotSOS is the ideal tool to help you deliver that experience. A clean room, hot water, and an on-time wake up call are essentials. But that’s where the experience begins. Guests want to feel at home. They want to be recognized. They want you to anticipate their needs and react swiftly to their requests.

HotSOS Turns Information into Communication

With HotSOS’s intelligent guest matching, profiling, and stay history features, information about your guests is always at your fingertips. Your team will anticipate guest needs and be more proactive because HotSOS’s unique automation always gets them the right information, right when they need it.

Recognize Guests Everywhere, Every Time

Since it’s enterprise-enabled, HotSOS allows you to improve the guest experience everywhere in your organization. Imagine knowing that a VIP is arriving and what kind of room he prefers, and also knowing what type of experience he has had with other hotels throughout your group. Talk about recognition!

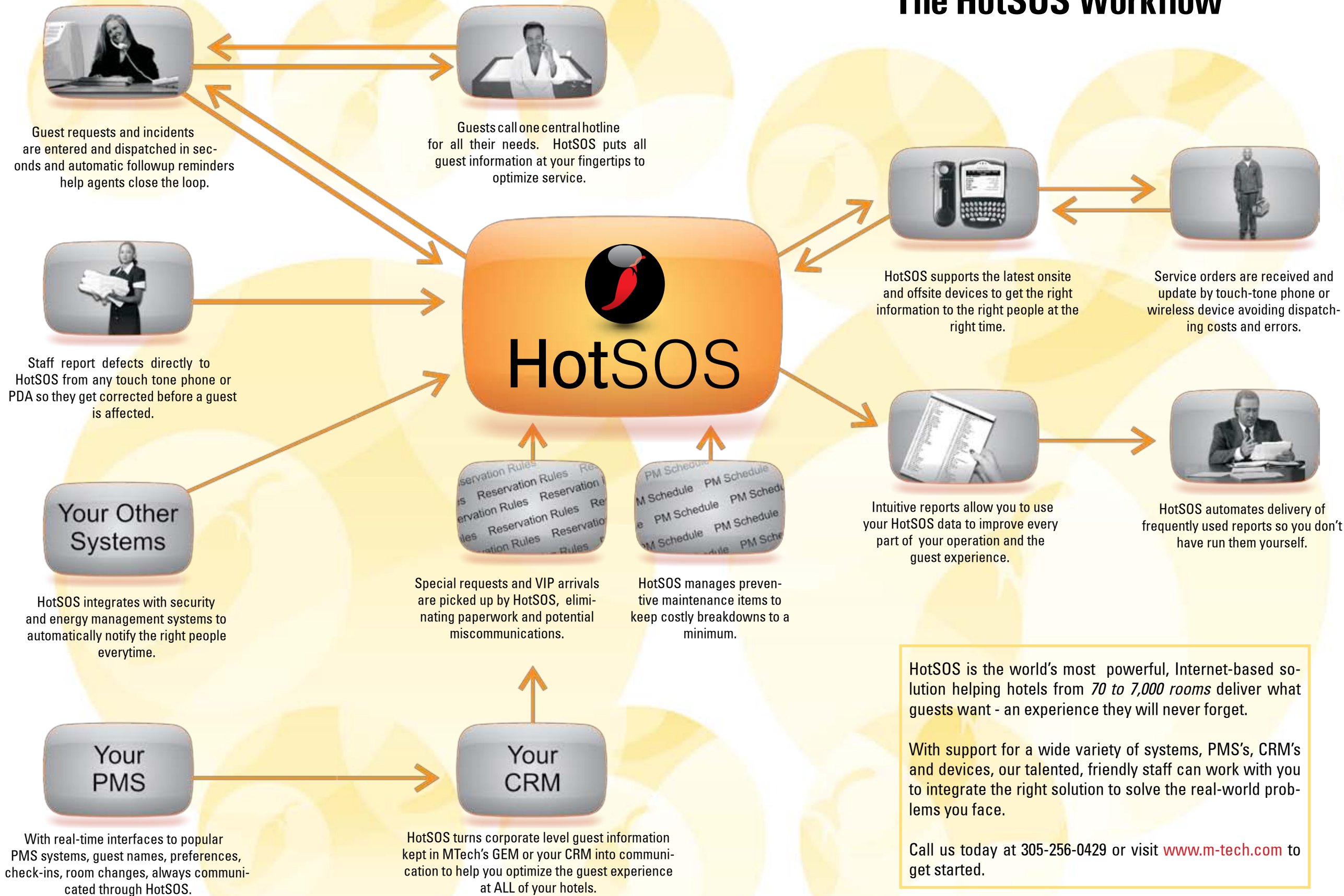
Of course, HotSOS delivers the essentials by automating and tracking preventive maintenance, service orders, and guest requests. All of this, in an affordable, easy to use, Internet-based application. Don’t just give your guests a room. Give them what they want. Give them an experience!

Visit www.m-tech.com for informative case studies, testimonials, and white papers on HotSOS and how it can transform your business.

For more information, contact:
Tel: 305-256-0429
www.m-tech.com
sales@m-tech.com



The HotSOS Workflow



HotSOS is the world's most powerful, Internet-based solution helping hotels from 70 to 7,000 rooms deliver what guests want - an experience they will never forget.

With support for a wide variety of systems, PMS's, CRM's and devices, our talented, friendly staff can work with you to integrate the right solution to solve the real-world problems you face.

Call us today at 305-256-0429 or visit www.m-tech.com to get started.

FEATURES

- Multi-Lingual IVR
- Multi-Lingual Dispatching And Screens
- Guest Service Console
- Guest Profile & Stay History
- Automated, Intelligent Business Rules Dispatching
- Automated Report Delivery
- SAAS Model

BENEFITS

- Zero-Defect Guest Experience
- Anticipate Maintenance Issues
- Recognize Repeat Guests Across The Entire Enterprise
- Wow! Guests By Anticipating Their Needs
- Reduced Guest Call Waiting Times
- Faster Response Times
- Increased Accountability
- Better Communication
- Increased Asset Life
- Reduced Labor Costs
- Reduced Maintenance Costs
- Reduced Liability
- Enterprise Wide Reporting
- 8 Month ROI



Visit www.m-tech.com to learn more about how HotSOS can help you give your guests the experience they really want.

