

### McLaren International Distributes MTech's HotSOS, Expanding HotSOS Support in Asia and Oceania

**'Best of breed' technology provider McLaren International will bring  
MTech's Software  
as a Service (SaaS) guest incident tracking and workflow automation tools  
to  
hotels across Asia, Australia and New Zealand.**

SYDNEY — OCTOBER 2, 2008 — MTech has recently teamed with McLaren International Pty Ltd to expand distribution of its coveted HotSOS product throughout Asia and Oceania. McLaren is an Australian based company and provides a range of "best of breed" technology solutions and services to the hospitality and related industries across the Asia Pacific Region. Offered as a Software-as-a-Service (SaaS) hosted solution, the guest incident tracking and workflow automation tools provided by HotSOS will be sold and deployed by McLaren International while the solution will continue to be hosted and maintained by MTech.

"Through this distribution partnership, everyone wins," said Luis C. Segredo, president of MTech. "MTech has the opportunity to extend its reach through McLaren's highly experienced team. McLaren has the opportunity to bring more solutions to its portfolio of customers. Customers get the opportunity to work with one source and save on deployment with regional or local support."

HotSOS — already installed in more than 1,300 hotels around the world—entered the Asian market in 2006. Segredo said, however, that it was time to expand distribution to a grander scale through partnering with an organisation that has a local presence. Including its legacy products, MTech already has a number of customers in Asia and Oceania, but the markets have been underserved. This no longer will be the case, due to the McLaren/HotSOS partnership.

"HotSOS is the most complete guest-experience management tool on the market, and it additionally includes unparalleled workflow automation," he said. "With its field-proven support for double-byte characters, this is the tool to bring to these markets".

"Furthermore, MTech has always been a market leader in innovation, and these markets will benefit from regional support of the finest hosted solutions available," he said.

Matthew White, McLaren International Managing Director, concurred.

"MTech solutions lead the market in terms of functionality, robustness and ease of use. HotSOS delivers significant benefits to Hotels both enhancing the guest experience and delivering operational efficiencies leading to increased profitability. White said. "HotSOS will assist McLaren to further strengthen our strategy and reinforce our values and services as a total technology solution provider for hotels."

## Shared vision

“MTech selected McLaren International for its excellent reputation and relationships in the markets they serve,” Segredo said. “The company also shares our vision of deploying robust “best of breed” solutions that meet the business objectives of our customers through delivering real operational efficiencies and enhancing guest service.”

MTech has already taken steps to augment its HotSOS IT infrastructure to support the additional customers and will be counting on McLaren International’s expertise to ensure that HotSOS users continue to enjoy the “local solution” user experience to which they are accustomed no matter where they are in the world.

## About McLaren International

McLaren International, founded in 2004 and based at its headquarters in Sydney, Australia, delivers a range of 'best of breed' technology solutions and services to a diverse range of industries including Hospitality, Exhibition and Conventions Centres, Aged Care, Mining and Enterprise. The team of Account Managers and technology professionals at McLaren International possesses extensive experience across these industries and has selected a range of exceptional applications to supply and support to the Asia Pacific Region.

They have established long term relationships with a customer base that spans the world’s leading hotel companies. These include Accor Hospitality, Hilton Hotels and Resorts, Starwood Hotels and Resorts, Langham Hotels, the InterContinental Hotel Group, Hyatt Hotels and Resorts and Marriott International, just to name a few. In addition, the company holds long-standing relationships with a number of service integrators, telcos, ISPs and technology vendors including Cisco, Alcatel-Lucent and NEC.

For more information about McLaren International contact [sales@mclarenint.com](mailto:sales@mclarenint.com) or visit the website [www.mclarenint.com](http://www.mclarenint.com).

## About MTech

Since 1993, MTech has developed and installed solutions to help hotels work smarter — not harder. The company is on track to double its client base to more than 1,200 hotels this year with the introduction of HotSOS (pronounced “hot sauce”) — comprising a suite of Internet-enabled, enterprise-level quality and customer relationship management applications available on a subscription basis. The company’s Espresso! client server/site-based quality management software suite and PM-Works Internet-based preventive maintenance-centric solution (also integrated as a subset of HotSOS) have been market leaders for more than a decade. MTech’s solutions are uniquely positioned and proven to help hotels improve communications, increase productivity, and maximize guest satisfaction. Unique telephone, email and alphanumeric paging interfaces improve overall workflow and communication between departments and streamline data collection and dispatching processes. Production, sales, pre-installation, and ongoing world-class service and support are provided from the company’s headquarters in Miami. For more information on the company, please visit [www.m-tech.com](http://www.m-tech.com).



Contact:

M-Tech Contact:

Alberto Santana

Director of Sales

Tel: + 1 786-544-1105

E-Mail: [asantana@m-tech.com](mailto:asantana@m-tech.com)

[www.m-tech.com](http://www.m-tech.com)

McLaren International Contact:

Matthew White

Managing Director

Tel: +61 2 8915 1359

Fax: +61 2 8915 1358

Email: [sales@mclarenint.com](mailto:sales@mclarenint.com)

[www.mclarenint.com](http://www.mclarenint.com)