



## PRESS RELEASE

For Immediate Release

### **The new Peninsula Shanghai has selected McLaren International's pre-eminent guest incident tracking and workflow automation solution HotSOS**

***McLaren International's mission to provide 'Best of Breed' technology to the hotel industry has succeeded in landing the contract for The Peninsula Hotels' new hotel opening in Shanghai October 2009***

Singapore, Thursday 3<sup>rd</sup> September, 2009 — McLaren International Pty Ltd today announced that it will provide MTech's Hotel Service Optimization System (HotSOS) to the new Peninsula Shanghai. A homage to Shanghai in the 1920s and 1930s, The Peninsula Shanghai recreates the look and feel of this glamorous era when Shanghai was feted as "The Paris of the East", yet also offers the latest in state-of-the-art technology, services and amenities to guests. The internet-based application will be deployed for the opening in October 2009.

Mr. Shane Izaks, The Peninsula Hotels' General Manager, Information and Technology, said – "The Peninsula name is synonymous with luxurious comfort and impeccable service. We set our sights high and our standards higher, aiming always to delight our customers. The state-of-the-art HotSOS solution will help us deliver the ultimate guest experience. After an intense and thorough evaluation of all available solutions, we identified the HotSOS system backed by McLaren's clear leadership and understanding of hotel technology requirements as the intelligent choice."

McLaren International's Managing Director Matthew White added - "The Peninsula Hotels' brand of deluxe-plus comfort with unmatched service requires leading technology solutions to maintain their world-renowned high standard of excellence. The HotSOS solution delivers the ultimate in automated guest services, offering a myriad of synergies with The Peninsula brand. This contract validates our core principles of matching best technologies with the best personnel, and consolidates our footprint within the Asian market. The McLaren team is looking forward to working with The Peninsula Shanghai on deploying the HotSOS solution."



- HotSOS is a Hotel Service Optimisation system delivering guest incident tracking and workflow automation solutions, offering intelligent guest matching, profiling, and stay history.
- HotSOS delivers an intelligent guest matching, profiling, and stay history feature, with information about guests readily available.
- HotSOS allows hotel employees to anticipate guest needs and be more proactive delivering the right information, when they need it.
- HotSOS offers easy to understand graphical reports that shows where you stand with your VIPs, what your top guest incidents are costing you and who your most valuable customers are.

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## About McLaren International Pty Ltd

McLaren International Pty Ltd, was founded in 2004 and is headquartered out of Sydney, Australia. It's subsidiary McLaren Technologies Asia Pacific Pte Ltd was incorporated in Singapore in 2009 and together they deliver a range of "best of breed" technology solutions and services to the hospitality industry. McLaren International's customers span the worlds' leading hotel companies including The Peninsula Group, Hilton International, Accor Asia Pacific, Starwood Hotels and Resorts, the InterContinental Hotels Group, Hyatt Hotels and Resorts, Marriott International and Langham Hotels. The team of account managers and technology professionals at McLaren International possess extensive experience in the hospitality and IT&T industries and have selected a range of exceptional applications to supply and support the Asia Pacific hospitality industry. See [www.mclarenint.com](http://www.mclarenint.com) for further information.

## About M-Tech



Since 1993, MTech has developed and installed solutions to help hotels work smarter — not harder. The company serves more than 1,800 hotels in over 40 countries. Focused on improving guest service by improving efficiency, MTech offers HotSOS, PMWorks, REX and now Libra OnDemand. All MTech solutions today are enterprise level, SaaS solutions that offer

maximum value with limited investment. MTech also provides consulting and training services to help customers achieve maximum value from their investments. It serves its customers from data centers in Miami, Las Vegas and Hong Kong, and its company headquarters are in Miami. For more information on the company, please visit [www.m-tech.com](http://www.m-tech.com).

## About The Peninsula Shanghai

Opening in October 2009, the ninth property in The Peninsula Hotels' portfolio fronts the historic Bund with spectacular views of the Bund, Huangpu River, Pudong and the gardens of the former British Consulate, and blends with the historic architecture of its landmark neighbours along the Bund – a UNESCO-designated Modern Heritage Site. The opening of The Peninsula Shanghai heralds the return of parent company The Hongkong and Shanghai Hotels Limited (HSH) to its roots, as it owned and operated four of Shanghai's most celebrated hotels - The Kalee, Majestic, Palace and Astor House Hotels - in the first half of the last century. With a distinguished heritage as Asia's oldest hotel company, The Peninsula Hotels is proud that its newest hotel returns to Shanghai, one of the world's most exciting cities.

Incorporated in 1866 and listed on the Hong Kong Stock Exchange (00045), HSH is a holding company whose subsidiaries and its jointly controlled entity are engaged in the ownership and management of prestigious hotel, commercial and residential properties in key destinations in Asia and the USA. The hotel portfolio of the Group comprises The Peninsula Hong Kong, The Peninsula New York, The Peninsula Chicago, The Peninsula Beverly Hills, The Peninsula Tokyo, The Peninsula Bangkok, The Peninsula Beijing, The Peninsula Manila, The Peninsula Shanghai (opening in late 2009) and Quail Lodge Resort and Golf Club in Carmel, California. The property portfolio of the Group includes The Repulse Bay Complex, The Peak Tower and The Peak Tramways, St. John's Building, The Landmark in Ho Chi Minh City, Vietnam and the Thai Country Club in Bangkok, Thailand.

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