

## **Verizon Wireless and MTech Bring Enterprise Level Messaging to the Hospitality Business**

*HotSOS customers can now use any Verizon Wireless phone for dispatching service orders and achieving fast, reliable delivery of messages*

**MIAMI — DECEMBER 13, 2011** — MTech, a leading developer of software as a service (SaaS) products aimed at improving service and efficiency for the hospitality industry, today announced their HotSOS product can now use any Verizon Wireless phone to rapidly and reliably dispatch service orders.

Hotels are a business where things change instantaneously and managing time and costs are paramount to their profitability. MTech has addressed this through their Hotel Service Optimization System, which enables hotels to reduce costs while maximizing and streamlining guest-service processes, such as guest requests and incident tracking/reporting, rapid-response internal defect reporting, and preventive-maintenance workflows.

When a HotSOS user creates a service request from a computer, Verizon Wireless device, or even a regular telephone, HotSOS makes a decision, based on the hotel's business rules, who should resolve the request. The respondent can now carry a Verizon Wireless phone. The service order details will be sent through the Verizon Wireless network, after which the respondent can update the order by responding to the message.

"We are leveraging our relationship with Verizon Wireless to increase the performance of message delivery to our customers," said Luis Segredo, president, MTech. "Hotels and related hospitality businesses rely on Verizon Wireless devices for product quality, network reliability, and blazing-fast 4G LTE service. As a result, HotSOS users no longer have to worry about message delivery or device compatibility on the Verizon Wireless network."

"The hospitality business continues to grow both in venues being built and the increase of guests and business events which are utilizing many aspects of connected facilities and that spurs more requests and demands on the network," said Michael Toto, Director - Enterprise and Government Partnerships, Verizon

Wireless. “We built our 4G LTE network to accommodate many industries, especially those with heavy usage of data. The hospitality vertical is one which will benefit immensely with 4G LTE technology.”

**About MTech**

Since 1993, MTech has developed and installed solutions to help hotels work smarter — not harder. The company serves more than 2,000 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. MTech is a division of Newmarket International, Inc. For more information on the company, please visit [www.m-tech.com](http://www.m-tech.com).

**About Verizon Wireless**

Verizon Wireless operates the nation’s largest 4G LTE network and largest, most reliable 3G network. The company serves 107.7 million total wireless connections, including 90.7 million retail customers. Headquartered in Basking Ridge, N.J., with nearly 83,000 employees nationwide, Verizon Wireless is a joint venture of Verizon Communications (NYSE, NASDAQ: VZ) and Vodafone (LSE, NASDAQ: VOD). For more information, visit [www.verizonwireless.com](http://www.verizonwireless.com). To preview and request broadcast-quality video footage and high-resolution stills of Verizon Wireless operations, log on to the Verizon Wireless Multimedia Library at [www.verizonwireless.com/multimedia](http://www.verizonwireless.com/multimedia)

-- # # # --