

WE MAKE YOU **PRODUCTIVE**.
PROFITABLY SPEAKING.

Integrated Modules

Front Office

Sales & Catering

Yield Management

Loyalty

ResWave Booking Engine

Multi-Property Management

Condo & Timeshare

Retail & Fine Dining POS

Table Reservation

Analytics & BI

Spa & Activities

Central Reservations

Work Order

CRM & eCRM

Gift Card

Membership

Concierge

Housekeeping

Golf Tee Time

Guest Experience Measurement

eMarketing

2-Way GDS Integration

Resort-Wide I.D. Card

Marina Slip Management

Group Management

Maestro Cloud

Maestro Mobile App

MAESTRO PROPERTY MANAGEMENT SYSTEM
FOR MULTI-PROPERTY GROUPS, INDEPENDENT HOTELS AND RESORTS

North America • Europe • Asia Pacific • Latin America • Caribbean

Maestro
from **NORTHWIND**

www.maestropms.com

MAESTRO - BEYOND PMS FOR BUSINESS SUCCESS

Maestro PMS is the PCI-certified hospitality system preferred by the industry's most successful multi-property groups, independent hotels, boutique hotels, luxury resorts, conference centers, retreats, non-profits, condominium and timeshare properties. With over 20 integrated modules on a single database, Maestro was developed from the ground up as a true enterprise hospitality system.

Northwind understands that independent hoteliers need an experienced partner to listen, recognize their challenges and provide reliable, seamless, technology as well as professional services that can adapt to their unique business needs.

Recognized for its industry leading Diamond Plus Service, Maestro goes above and beyond PMS by delivering revenue generating tools and expert services that enable independent operators to maximize revenue, increase productivity and keep guests coming back.

MAXIMIZE REVENUE & PROFITS

PERSONALIZE GUEST SERVICE

LOWER COSTS WITH DIRECT WEB & MOBILE BOOKINGS

CENTRALIZE OPERATIONS

WORK FROM ANYWHERE WITH MAESTRO CLOUD & MOBILE

INCREASE PRODUCTIVITY

USE BUSINESS INTELLIGENCE TO DRIVE SMARTER DECISIONS

ENGAGE GUESTS WITH SOCIAL MEDIA

BOOST LOYALTY TO YOUR BRAND

PRODUCTIVITY & PROFITABILITY

DIAMOND PLUS SERVICE YOU CAN RELY ON

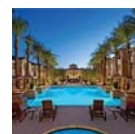
NORTHWIND's main focus is helping our clients be successful. Diamond Plus Service with Expert Maestro Customer Care & Unparalleled 24/7 Help Desk offers Maestro users free productivity tools and resources including:

- ◆ On Demand Live 1-on-1 Refresher and Advanced Training
- ◆ Real-time Web Chat Help Desk
- ◆ Maestro for Beginners Education
- ◆ Self-Paced E-Learning Online Tutorials
- ◆ Interactive Training Webinars
- ◆ Version Upgrades and Enhancements
- ◆ Transition Assistance
- ◆ Professional Maestro Management Services
- ◆ Web Connection eBusiness Services



"We set pricing thresholds from our corporate office and Maestro optimizes rates automatically. Maestro Multi-Property standardized our operation, enabled central management controls, and makes our company much more efficient and profitable."

Venita Yelley, CFO, MCM Family of Hotels



"Maestro Yield Management has definitely increased our revenue. Our ADR is through the roof and we've had 3 years of record RevPAR increases. The Maestro system more than paid for itself in no time."

Rich Newman, GM, Gainey Suites

MAESTRO HAS EMPOWERED HUNDREDS OF HIGH-TOUCH INDEPENDENT OPERATORS GROW THEIR BUSINESSES AND STAY AHEAD OF THE COMPETITION WITH INNOVATIVE TECHNOLOGY.

MULTI-PROPERTY SOLUTIONS

Maestro has extensive experience empowering multi-property hotel groups with enterprise-wide system solutions. Whether you have 2 local hotels or a hotel portfolio that spans the country, Maestro provides true centralized management controls on a single database. This enables better inter-departmental and property coordination, crossproperty booking and upsell capabilities, as well as consistent guest recognition at all touch points, all properties.

ONLINE, SOCIAL & MOBILE

Maestro's Web Connection suite increases profitability and reduces costly third party dependency with direct bookings for guests, groups, owners, travel agents and corporate business. With ResWave, the anywhere real-time, integrated booking engine, guests and groups can book rooms, suites, activities, amenities, spa and dining online, from their mobile devices, Facebook, landing pages and email campaigns.

GUEST LOYALTY + ONLINE

Maestro's Guest Loyalty System with online capabilities is the first application to offer independents the same benefits as major chains to recognize, reward, and retain guests. It easily automates the complex process of points tracking and redemption, which minimizes errors, is efficient, saves the hotel considerable cost and enables independents the freedom to create custom programs with perks that reflect their unique brand and services.

BUSINESS INTELLIGENCE

The ability to act faster and more effectively than the competition can be the defining advantage in today's marketplace and the means for successfully managing customer relationships in the long run. With Analytics BI, operators can gather data and create flexible performance reports for an entire enterprise based on region, business type, and other criteria to inform marketing, rate setting, and forecasting for one property or a hundred.

PROACTIVE YIELD MANAGEMENT

Eliminate the tedious daily maintenance of room rates. Proactive Yield management is built in to Maestro PMS to maximize rates for all sales strategies with forecasting and automated controls to let managers quickly adapt to changing market conditions. No matter how tightly you manage your operation, revenue is the engine that drives property performance. And to maximize revenue it is essential to utilize an effective revenue management system. Manual is no longer an option.

MAESTRO CLOUD HOSTED SOLUTION

Independent operators are turning to hosted system platforms to reduce staff, trim hardware investment, simplify PCI-compliant cardholder security, and ensure 24/7 access to property performance data. Maestro is leading the way with robust, stable hosted solutions that increase profitability and productivity. Managers and ownership teams may access the property's system at any time from anywhere to always be connected with their operation.



"The success of our clients is the motivating force behind every action at NORTHWIND. We are in partnership with our clients to provide the best technology and most effective support services possible to make their operations more profitable and efficient."

Warren Dehan, President
Northwind Maestro PMS

INTEGRATED

GUEST-CENTRIC

POWERFUL
& RELIABLE

SEAMLESS

INNOVATIVE

RESPONSIVE
SERVICE

SECURE

INTELLIGENT

INTUITIVE

SCALABLE

FLEXIBLE

HOSTED

CENTRALIZED

BEYOND PMS

Maestro
from NORTHWIND

ABOUT NORTHWIND

NORTHWIND is recognized in the hospitality industry for its standard-setting Diamond Plus Service and robust integrated Maestro resort hotel software technology. With over 34 years' experience dedicated to developing technology solutions for the hospitality industry, NORTHWIND is a partner who understands you need a scalable, flexible PMS that works the way you do. Maestro applications are engineered for operators who need to manage their enterprise in a real-time environment for the utmost operational efficiency, productivity, control, and profitability.



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