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Eleven Wireless to Provide iMac Guest Computer Solutions in Many Hyatt Hotels

Eleven's market-leading software powers Hyatt's adoption of in-lobby Apple computers



6/22/2012

Portland, OR and Chicago, IL –Eleven Wireless announced that many Hyatt hotels will deploy Eleven's industry leading iMac guest computer solution at full-service hotels operating under various Hyatt brands. These hotels have begun the rollout of ElevenBC for Mac in their lobbies and certain guest suites nationwide. The rollout will be complete in 2013.

One of the leading trends in hotel technology is the emergence of guest computers in the hotel lobby. Several Hyatt hotels piloted the solution over the past year, and feedback from guests and staff alike has been quite positive.

"Our guests appreciate the ability to check email, surf the web and print their documents right in the lobby where they can also socialize with colleagues and friends and order food and drink," noted Tom Smith, VP of Rooms Operations for North America for Hyatt Hotels & Resorts. "Feedback from our staff has been equally positive as they appreciate the compelling guest experience, the high-reliability of the product and Eleven's responsive support team."

Unlike kiosk solutions that provide a limited browsing experience, the ElevenBC solution provides full-function computers with color laser printing capability. Hyatt's lobby solutions provide guests a certain amount of complimentary access each day to surf the web, check email or even work on Microsoft Office documents. Non-guest visitors can use the systems for a nominal fee. The iMacs run both Windows and Mac operating systems so guests can choose whichever one they prefer and switch between the two during their session. Xerox printers provide high-quality color laser printing for documents, web pages, driving directions and more. Plus, guests can quickly print their boarding passes for free at any of the iMacs.

"We are excited to continue to roll out the industry's premier guest computer solution in Hyatt hotels," said Eleven's CEO Dan Meub. "These hotels have done a great job creating lobbies with a warm yet sophisticated environment, and our high-end iMac guest computing solution fits right in. We look forward to helping them further differentiate their brand with premium guest technology solutions from Eleven."

Eleven's iMac solution will also be deployed in various suites throughout several Hyatt brands. Guests in these suites get the complete ElevenBC for Mac experience, for free and in the privacy of their room. Always looking to offer its guests more, these in-room iMacs provide significant value to guests enjoying these suites.

Apple and Xerox hardware, paired with Eleven's world-class software and support assure that lobby computers in these Hyatt hotels are the best and most-reliable solution in hospitality. Eleven's iMacs have already been widely deployed in Hyatt business centers over the past several years, and the decision to standardize on Eleven for lobby and in-suite solutions further expands this relationship.

About Eleven Wireless

Eleven delivers hospitality's only guest Internet platform, providing a cloud-based solution for hotels and brands to deliver a consistent, compelling and unique guest experience to their guests, whether on guests' own mobile devices or hotel-provided computers in the lobby, business center and guest rooms. Founded in 2002 to deliver wireless Internet to hotels, Eleven has grown rapidly, expanding its cloud-based software platform, ElevenOS, to provide hoteliers a centralized way to manage all aspects of their evolving online guest experience. As the only service provider neutral platform, ElevenOS allows hotel management groups to standardize their Internet, business center and in-room guest experience even when they have an assortment of service providers. Eleven's solutions have been deployed in nearly a thousand hotels nationwide and that number continues to grow each month. Eleven is a privately owned company headquartered in Portland, OR. For more information, visit www.elevenwireless.com.

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