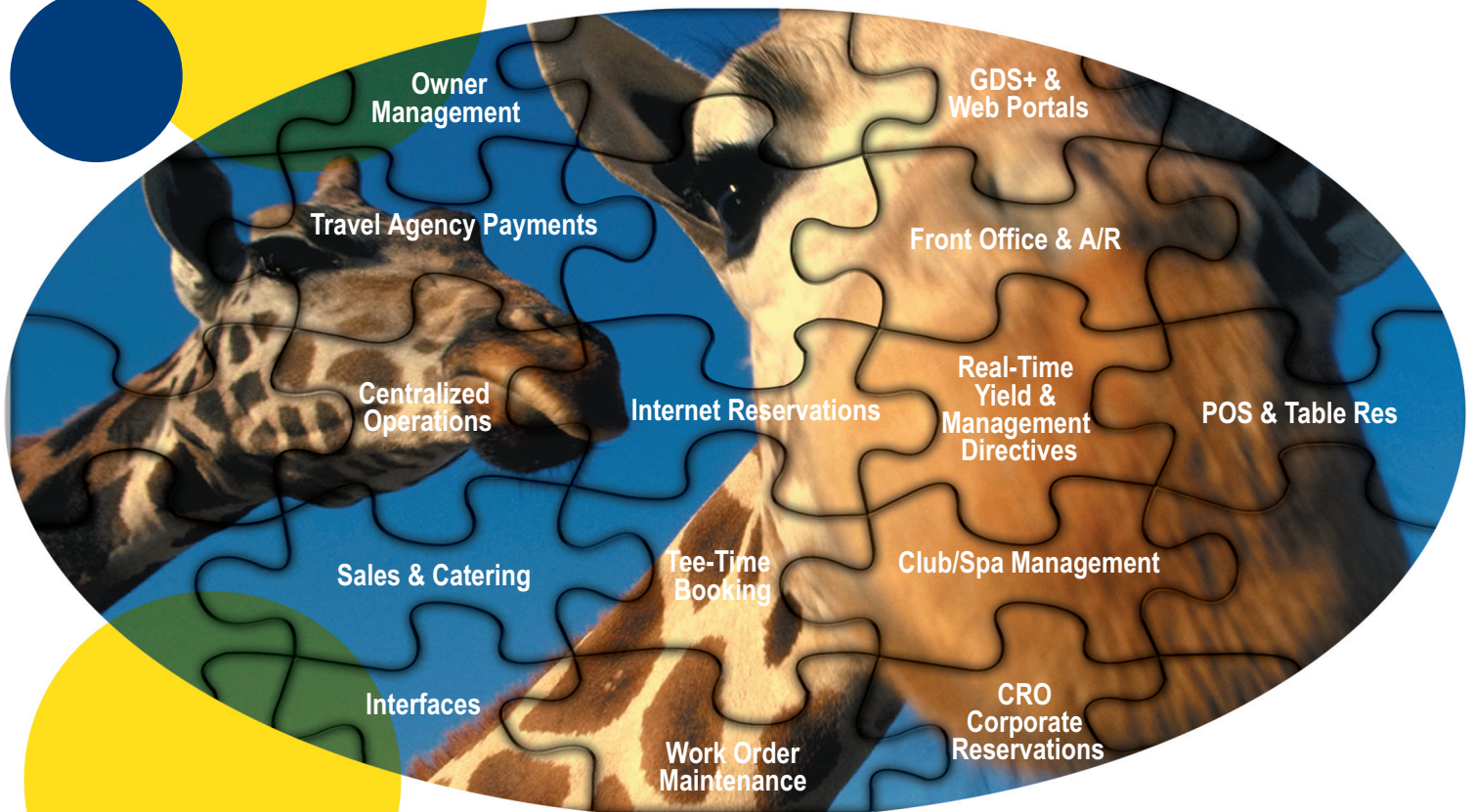


Trying to Assemble An Integrated System With Pieces That Fit?



You can tackle all of the pieces to your puzzle with Maestro Property Management Solutions. Maestro is a suite of management oriented solutions providing across-the-board functionality for single properties and the corporate enterprise, helping you shape your business for the future. Maestro allows you to manage your business with a view on the big picture. Let Maestro help you experience the real-time difference, generate reservations from multiple sources, maintain flexibility in your own unique operational needs, increase ADR and eliminate turning away a reservation.

Integrated & Stand Alone Software for the Hospitality Industry. Available on Windows® (9X/NT/2000,XP), UNIX/AIX/LINUX, Terminal Servers & Web-enabled with Browser Access & ODBC Database Options.

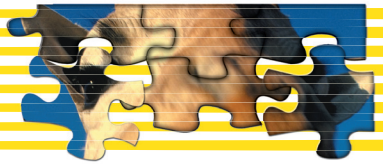
Maestro™



"In Partnership With Our Clients For Over 20 Years"

"The Yield Management features were a big selling point of the Maestro System. Inventory controls can be set up to fluctuate according to demand and availability. We were also impressed with the seamless approach between Maestro's Sales and Catering and the Property Management System. The customer profile based system will also lend itself well for future customer recognition programs."

Tony Allen, Rooms Division Manager, Minto Place Suite Hotel



NORTHWIND is a leading supplier of integrated and e-commerce solutions to satisfy the requirements of a wide range of 'lodging & hospitality' venues. Designed to handle any size hotel, resort, meeting/conference center and for the enterprise, Northwind's Maestro solution offers the **most productive working environment** which includes the following suite of products: PMS, Sales & Catering, Club/Spa Management, Corporate Reservations Office, GDS Connectivity and ResEze (Internet Reservations). This comprehensive multi-platform (Windows 9X/NT/2000/XP, Unix AIX/SCO/Linux, Terminal Server & Web Enabled) solution is recognized as the solution of choice for progressive and demanding organizations. **NORTHWIND** is a total solution provider that offers leading-edge technologies, and unparalleled training and support. Maestro™ is also distributed by a network of hospitality solution providers around the globe.

INTEGRATED PROPERTY MANAGEMENT SOLUTIONS

Maestro™ is the most productive working environment designed to support complex management initiatives and simplify the tasks of the front line staff. Maestro™ employs a unique user interface and a single database, eliminating duplication of information and simplifying inter-departmental communications. Maestro's robust integrated suite includes: PMS, GDS Connectivity, Sales & Catering, Tee Time Booking, Club/Spa Activities Management, Billing and A/R, Internet Reservations, Yield Management, Owner Management, Interfaces to third party systems and a unique Night Audit process that does not have critical processes to delay next day operations.

FRONT OFFICE & GDS CONNECTIVITY

This full-featured application module is designed to handle with ease the business of F.I.T., groups, sharers, waitlist packages, all-inclusive, long-term stay, owners management, spa activities, tee time, third party services and special events for groups and corporate clients. Unique characteristics of Maestro™ Front Office include:

- Easy to use and learn optimized user interface
- Internet Reservations (ResEze™) with direct access to property rates, inventory and yield controls
- GDS Connectivity (GDS+) with direct access to property rates, inventory & yield controls
- Yield strategies and controls integrated with the reservations process
- Ability to handle multi-property needs
- Special rapid processing features to handle large volume of guests
- One screen to manage the property
- Integrated archiving of folios, reports and data
- Ability to define policies for deposits, cancellations and changes
- Ability to handle both limited-service and sophisticated operations
- Extensive management and analysis reporting
- Night Audit with no critical process that can delay next day operations
- Ease of access to database via productivity and datamining tools
- Interfaces to third party systems

YIELD MANAGEMENT - THE REAL-TIME ADVANTAGE!

The challenge for Maestro™ has been to combine Yield Management capabilities directly into the property management system. Unlike third-party interfaced solutions, this full integration creates a real time processing environment that allows the property to implement its yield strategies with as much or as little intervention as it desires. Essentially, the

| Room Type | MON | TUE | WED | THU | FRI | SAT | SUN | MON | TUE | WED |
|-----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| S | 35 | 35 | 20 | 23 | 16 | 32 | 32 | 39 | 41 | 37 |
| D | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| SPS | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 |
| SPSD | 22 | 6 | 6 | 10 | 22 | 22 | 22 | 22 | 22 | 22 |
| SPS | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| SPSD | 58 | 29 | 41 | 60 | 57 | 37 | 37 | 60 | 60 | 50 |
| ZZZZZ | | | | | | | | | | |
| TOTAL | 319 | 270 | 207 | 205 | 273 | 291 | 290 | 301 | 300 | 290 |

user can configure any combination of strategies for the upcoming period and then "walk away", letting the system manage itself. The effects are immediate. Maestro™ will automatically adjust rate values, enforce duration controls and even open and close market segments as it responds to the pre-configured criteria. Owners and managers simply sit back and watch the revenues climb.

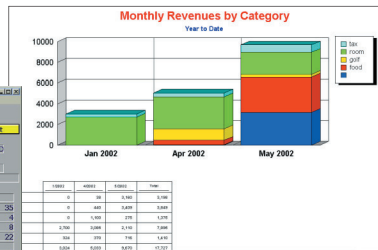
ENTERPRISE PRODUCTIVITY WORKING ENVIRONMENT

Maestro™ solutions for the Enterprise provide varied implementation options to satisfy unique requirements. Implementations can include centralized databases to handle multi-property operations for any of the Maestro™ modules and distributed databases at the property level with consolidation at the corporate level. All options allow remote access via browsers and provide corporate with database consolidation for datamining operations, management reporting, guest management, corporate management and utilization by corporate systems, which includes:

- Central Reservations Office (CRO) with real-time connectivity to properties inventory, rates and yield strategies
- Guest Loyalty Programs to recognize the guest throughout the Enterprise
- Centralized Guest & Group Corporate history to share with all properties
- Centralized A/R systems to consolidate account management
- Centralized Travel Agent & reporting system to manage and evaluate Travel Agents performance
- Centralized Guest & Corporate profile to share between modules and support corporate marketing analysis initiatives
- Monitoring of property performance and yield strategies to prompt management to initiate action and improve ADR

Room Type Space Chart & Manager's Overrides

By configuring Maestro's automated yield controls, the user may select a hands-off approach & allow Maestro to automatically open & close the selected yield tactics. This approach operates in a real time setting as Maestro reacts to the changing yield conditions for each period. The property's yield tactics will automatically respond to a set of pre-configured criteria.



Yield strategies can be configured to respond to a wide variety of variables, including - Building, Room Type, Rate Type, Occupancy Percentage, Length of Stay, Booking Date and Arrival Date. These diverse criteria ensure that even novice yield managers can quickly and easily implement a strategy that is best suited to their needs. Alternatively, advanced yield managers, requiring a more hands on approach, are fully supported by Maestro's wide complement of performance and forecasting reports.

| | |
|--------------|----------------------------|
| Client Code | 12 |
| Client Type | CEBP - Personal Title |
| First Name | Kelly |
| Middle Name | |
| Surname/Corp | Kelly |
| Solution | |
| Title | Client Services Specialist |
| Email | mkelly@northwind.com |
| Internet | mkelly@northwind.com |
| Address 1 | 60 Riverside Drive |
| Address 2 | Suite 205 |
| Zip/Post | L3R 0E1 |
| City | Markham |
| St/Prov | ON |
| Country | CA |
| Work Phone | 905-940-1925 |
| Home Phone | 905-940-1923 |
| Fax Number | 905-940-1925 |
| Cellar | 905-940-1923 |
| Contact Name | |
| Account | |
| Spoken Name | Wed/Inn |
| | SPDOB |

CORPORATE RESERVATIONS OFFICE

The future is here with Maestro™ CRO. The implementation of this unique corporate software module provides corporate staff and management with a powerful tool to stay current with properties and share a single image of client information, inventory, rates and yield strategies. Maestro™ CRO connectivity to each property is in real-time and draws information from both systems to process a reservation. Data from the properties includes rates, guest types, room inventory, yield strategies and controls, services availability and additional components to complete a reservation. From the corporate database, Maestro™ CRO retrieves client information, history, preferences, accounting, and guest loyalty programs information. Both sets of databases are updated during the reservation process and further updated as a result of night audit processing after checkouts. The following are a few major components of Maestro™ CRO:

- Allow to search for a property by preference criteria
- Allow guest & group reservations
- Allow group blocks and tentative status
- Allow to change & cancel reservations with application of related policies
- Allow rapid booking of multiple reservations with different names, dates and rates
- Update corporate and property databases concurrently
- Update guest & group histories in real-time
- Allow Travel Agent and wholesalers bookings
- Capture and verify credit card information
- Allow A/R settlement for corporate and wholesalers
- Email instant confirmations to all parties concerned
- Process and apply guest awards from Loyalty Programs
- Programs
- Capture and update guest preferences
- Allow room number selection on basis of room preferences
- Allow wait listing of guest reservations
- Update clerk activities log for performance tracking & management reporting
- Provide extensive management reporting
- Prepare database tables for datamining operations



"As a premier independent hotel & early member of Historic Hotels of America, we needed to continue to be innovative & forward in our technology systems. We chose Maestro because of it's integrated Yield Management, easy access to data which we could bring to corporate from all of our properties running on Maestro to boost our marketing and client intelligence efforts."

Bill Morrissey, President, Morrissey Hospitality Companies, Inc.

REAL-TIME-ON-LINE WEB RESERVATIONS No Allocations, No Transaction Fee Option

Northwind introduced **ResEze™** to enable hotels to better exploit the opportunities of the Internet. **ResEze's** unparalleled ability to allow on-line, real-time direct access via Internet/Intranet to property inventory, availability, yield rating and instant confirmation not only benefits hoteliers but also their business "partners," including travel agents, tour operators and wholesalers. In addition to guests surfing a property's web site to learn about the property's features and attractions, they may now check availability, packages and rates, and subsequently book, modify and cancel their own reservations. As a result, the guest is now provided with immediate confirmation, while the hotel maintains control over property offerings including rates and availability. This also provides the property with a double booking-proof solution since there is no need to maintain separate in-house and on-line inventories. The property can implement rules to rates available, dates available, and number of rooms to be sold over the web. In addition, Travel Agencies can book directly through **ResEze™** and still receive their commission. Corporate and

Group accounts may also be established with web privileges beyond those of F.I.T. guests. This integration method outweighs traditional form and email based web reservations because it doesn't require a reservationist to rekey the reservation data.

The Benefits Of ResEze™ Web Reservations Integrated With The Maestro PMS Are Several:

- Provide guests with the ability of instant and current availability
- Eliminate costs of developing web reservations in-house
- Eliminate manual interaction and delays of email based systems
- Personalize site to retain identity typically lost over consumer portal sites
- Reduce staff efforts in making reservations
- Worldwide access without toll-free telephone numbers
- State of the art solution provides convenience to guests
- Low maintenance costs & no transaction fee option
- If there is no availability, a guest can try another date or accommodation type easily
- On-line response for your reservation confirmation
- Provide global availability and automatic booking, 24 hours a day, 7 days a week without the need of a staffed reservation desk

CLUB SPA MANAGEMENT

Consistent with the real time philosophy of **Maestro™** suite of programs, the exciting, new Club Management module provides a seamless integration with **Maestro™** Front Office and with **Maestro™** Accounts Receivable. In addition to completing a room reservation, the reservation agent can quickly and easily determine availability and book any of the property's club and spa services, including, golf tee times, racquet court times, spa services, and instructional classes.

The property's guests will enjoy the convenience of being able to immediately and accurately confirm all of the components of their upcoming reservation with just one easy contact.

Since the database is shared between all system users, any further discussions with any of the hotel or club staff will always reflect the most up to date amendments to the original booking. Details can be quickly confirmed at check in and all components can be effortlessly reconciled to the same easy-to-understand folio at check out. And because **Maestro™** adapts to the way you do business, the user may choose to begin the reservation process with a Club Management booking before adding any Front Office accommodations. Alternatively, Club Management can even be installed as a stand-alone solution. The rate management and inventory management features allow the user to assign different rates and limit availability and different target markets.

| Booking Date | THU | FRI | SAT | SUN | MON | TUE | WED | THU | FRI | SAT | SUN | MON | TUE | WED |
|--------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 1 | AM | 32 | 20 | | 32 | 32 | 32 | 20 | | 32 | 32 | 32 | 32 | 32 |
| 1 | PM | 8 | 40 | | 8 | 8 | 8 | 8 | | 8 | 40 | 8 | 8 | 8 |
| 1 | SPA | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 1 | TIC | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 1 | AM | 16 | 16 | 32 | 16 | 16 | 16 | 16 | 16 | 16 | 32 | 16 | 16 | 16 |
| 1 | PM | 12 | 36 | 64 | 36 | 32 | 36 | 36 | 36 | 36 | 64 | 36 | 32 | 36 |

Club Booking # 234 Force Rm Inv
 FD Res. # 1564 Kells, Chris
 Building NORTHWIND HOTEL MAIN BUILDING
 Facility Code GOLF
 Facility Type GOLF COURSE
 G 1 COURSE ONE
 Date 03/08/2002
 Participant 125 Kells, Chris
 A/R Client Code
 Standard Fee 35.00
 Charge Fee
 Playing Method HOUSE ADCT
 Reserving Client

SALES & CATERING

Maestro™ Sales and Catering by Northwind is the complete event management tool, providing you with everything you need to manage clients effectively, organize events down to the tiniest detail, and bill your efforts accurately and quickly. It also seamlessly integrates with **Maestro™** Front Office and Accounts Receivable, providing you with the ability to see availability in real time for all your space requirements - function and guest rooms from one screen, as well as age and monitor your receivables with no extra steps or repetitive data entry.

Banquet Event Order
 Sunday April 21, 2002
 Sales Presentation BEO # 1011-1-2
 EVENT NAME Northern Reflections Barrie
 POSTAGE Sales Presentation
 BOOKING CONTACT Catherine Zulu Jones
 TELEPHONE 705-722-2255
 ADDRESS 1000 Bayfield Street Oronago Mall East, ON L4R 0H5
 On Site contact Mark Kelly, Bob Love
 Date Time Room Extension
 Apr 21, 2002 6:00 PM - 11:59 PM The Sycamore Room banquet
 6:00 pm - 9:00 pm Set For 20 Person Set Up Needs
 Banquet Banquet Style
 FOOD MENU: Prosciutto and melon, Antipasto, Marinated mushrooms, Caesar salad, Italian rolls and Focaccia
 BEVERAGE MENU: Parmigiano and Gouda Padano cheese choices
 AUDIO VISUAL: 1 Technician Setup @ 10:00am, 6 11:00am, 1 Wireless Handheld @ 12:30pm, 8 03:30pm

Booking # 1057 CONFIRMED Account Manager MARK
 Client 706 Historic Properties of America
 Bill To 706
 Description Annual Convention Room Nights 176
 Contact John Adams
 CORP
 LE AT

| Ev# | FB | In | Sp | Rr | Event Total | Ad |
|-----|----|----|----|----|-------------|----|
| 1 | Y | Y | Y | Y | 8,832.50 | |
| 6 | Y | Y | Y | Y | 8,832.50 | |
| 7 | Y | Y | Y | Y | 8,832.50 | |
| 8 | Y | Y | Y | Y | 8,832.50 | |
| 5 | Y | Y | Y | Y | 2,891.25 | |

- Both Sales and Catering departments working from one, real-time set of data
- Detailed contact management features to organize your client and event information
- Client tracking, profiles & promotions with integration to Microsoft Office and other tools
- Easy Banquet Event Order (BEO) generation & costing for all menu, beverage, room, and activity components
- Can be fully integrated with the Maestro Property Management Suite

Maestro™ Sales and Catering uses it's messaging system to keep you on top of all your important tasks - traces, call logs, last minute changes - no information goes unattended to. Integrated Contracts, BEO's and Invoices information is written once, and presented both internally and externally in a clear, accurate manner. Email capability for all correspondence means fewer steps, and consistency of data.

WORK ORDER MAINTENANCE

Maestro™ Work Order Maintenance is designed to support operational activities of management and staff responsible for the maintenance and repair coordination of Properties, Conference Centers, Rooms and items within these facilities. This component is fully integrated with the **Maestro™** PMS allowing for effortless management of your facilities.

CENTRALIZED BILLING AND ACCOUNTS RECEIVABLE

This common module provides the ability to handle a single or multiple property environment with inter-module integration. All modules that provide Guest and Group Services, have direct access to this Common Facility to provide maximum flexibility in generating an invoice and collecting a payment. Open folios may accept postings from multiple modules and combine all details under one folio for presentation to the client.

Meeting Your Needs

CUSTOMER SERVICE, TRAINING & SUPPORT

Committed to excellence in sales and service, Northwind provides operational support 24 hours a day, 7 days a week, including phone, fax and email/internet support. Training can be provided at a client site, our training centre, or remotely for focus on special topics. Easy-to-use guides and on-line tutorials are available to further maintain a high level of knowledge and application utilization.

CUSTOMIZATION & INTERNATIONAL CAPABILITIES

Northwind can custom fit solutions to suit client's specific needs. Employing user configuration options, each user can have various options implemented without inheriting the specific requirements of other users. By satisfying unique requirements, customized application software is a service Northwind offers to further improve operational efficiencies and guest satisfaction. Northwind's products offer multi-language and special tax handling capabilities for international functionality.

A RELIABLE EXPERIENCE

The combination of user participation and Northwind's years of exceptional expertise within the hospitality technology and lodging industry, provided an experienced and reliable source of knowledge to offer this next generation of Hospitality Technology Solutions. The result of years of development is an outstanding software tool and the most productive working environment to serve hospitality management and staff with functions and features that take full advantage of new technologies.

COMMON DATABASE

Efficient utilization of information is now a simple task. Staff and management can access information to produce standard and consolidated analysis reports using familiar office productivity tools (e.g. Microsoft Office, Crystal Reports, etc). As part of the software design process, specific steps have been taken to structure and prepare the information in detail for ease of access by standard office productivity tools. Information analysis can be done in a myriad of ways and can change as required to provide management with accurate information to make decisions that affect the bottom line.

INTERFACES

One-way and two-way interfaces are a simple task for Maestro application software. Special facilities designed at the outset allow quick addition of new interfaces. Existing interfaces cover a large number of popular third party systems including GDS Connectivity, POS, phone switches, voice mail, call accounting, keycard, credit card processing, and central reservations. Northwind also supports Control's Lodging Link for all industry standard interface needs. Interfaces and integration services to existing or new systems can be provided as needed.

“Orchestrating the World’s Greatest Hotels”

When Welch bought a new property management suite in fourth quarter 2001, the two biggest features she shopped for were an integrated sales and catering and PMS system, and a company that understood their business and was willing to customize software in a way that made sense for Barnsley's processes. She chose the Maestro system from NORTHWIND Canada Inc. "Before Maestro, we could not see in one place what a key corporate client did in their last meeting two weeks ago: did they play golf, who were their VPs, how much did they spend on dinner? We had to go to four or five places in the system. Now we have instant access to all of our client's information."

*Wendy Welch, Director of Finance
Barnsley Gardens Resort*



NORTHWIND

Headquarters:

60 Renfrew Drive, Suite 235
Markham, Ontario, L3R 0E1

Phone: 905.940.1923

Fax: 905.940-1925

For More Information
About Our Solutions:

Toll Free:
1.888.667.8488

Email:
info@maestropms.com

Web:
www.maestropms.com

NORTHWIND™