Mitel
Powering connections

NEWS RELEASE

Mitel acquires global hospitality specialist TigerTMS, capitalizing on demand for real-time communications and a cloud-enabled connected guest experience

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Move coincides with shift in hospitality IT investment as hotels look to drive customer loyalty with applications-based services and cost efficient and flexible cloud platforms

Mitel® (Nasdaq: MITL) (TSX: MNW), a global leader in business and hospitality communications solutions, today announced that it has acquired **TigerTMS**, a global provider of software, cloud and applications based solutions for the hospitality industry. In a move that further cements Mitel's position as a market leader in hospitality solutions, the combination brings together two renowned market leaders to create a new and disruptive global force in the hospitality industry with a comprehensive leading edge portfolio.

The acquisition comes as demand for mobile-first services and cloud-based solutions are reshaping the guest experience and technology landscape in hotels worldwide.

"For hospitality brands, customer experience and loyalty are key differentiators. Creating a home-away-from home and repeatable in-room and mobile experience at any property anywhere in the world is core to delivering real-time and memorable guest services", said unified communications industry analyst Phil Edholm. "With TigerTMS, Mitel has made a smart technology buy, bringing in-house a specialized suite of solutions to deliver the connected guest experience on a cloud platform that perfectly complements their own industry leading voice offering."

Based in the United Kingdom with offices throughout Europe and in the US, APAC and the Middle East, TigerTMS is a global hospitality technology specialist providing Hospitality Interface Aggregation, Call Accounting, voicemail and wake up solutions, and latest IP technologies for smartphones and tablets. Their customer base includes more than 20 of the largest hotel brands in the world, including Hyatt, Marriot and IHG.

“Technology is rapidly changing the hotel guest experience and creating new and differentiated services that can deliver information and services directly to the personal mobile devices of hotel guests,” said Rich McBee, President and CEO of Mitel. “With TigerTMS now part of the Mitel family, we have made a strategic investment which further strengthens our commitment to be the vendor of choice for the hotel industry with a suite of innovative solutions that powers the connection between the hotel guest experience and the hotel.”

The TigerTMS organization will continue to be led by TigerTMS CEO Simon Udell. A hospitality industry veteran and thought-leader with more than 30 years’ experience, Mr. Udell joins Mitel as General Manager of the company’s Hospitality business unit.

“The pervasive nature of personal devices, Wi-Fi and mobile access in hotel rooms and the availability of new software and cloud-based IT solutions have created a real opportunity for our hospitality customers to truly enhance their guest experience and drive customer loyalty,” said Simon Udell, CEO of TigerTMS. “By bringing together Mitel’s respected hospitality voice solutions and cloud capabilities with value added hospitality applications from TigerTMS, we can now offer hotel operators worldwide a complete suite of game change capabilities.”

Both companies will be exhibiting at the upcoming HITEC hospitality industry event taking place June 15 – 18 in Austin, Texas, on booth 1643 (TigerTMS) and booth 2109 (Mitel).