



# Corporate Profile

## Aptech Computer Systems, Inc.



**Aptech**, based in Pittsburgh, Pennsylvania, is a business intelligence, enterprise planning, and financial software and service provider to the hospitality industry that applies technology to solve business problems for people.

Founded in 1970 by Jay Troutman, Aptech is widely recognized for its versatile enterprise solutions in business intelligence applications, accounting, and planning for managing the back office operations of hotels and property management corporations.

### *Serving the Hospitality Industry*

Aptech has served the hospitality industry for over 45 years and has a customer base of over 3,500 properties including very large chains, multiple-property management companies, ownership groups, and single site hotels. Our clients utilize Aptech's solutions to manage their financial and operational data. By offering the hotel industry a solid resource of hospitality professionals, including staff and customers, and through its proven ability to evolve technology offerings to meet the changing business environment of the hospitality industry, we are proud to have earned 100 percent customer loyalty.

In today's hospitality economy, efficient and timely control is determining the industry leaders. Aptech focuses its efforts on being the industry leader by offering hospitality specific software applications to assist our customers in being the best decision makers in the industry. Aptech's software suite consists of:

- Execuvue** - Enterprise Business Intelligence
- Targetvue** - Enterprise Planning / Budgeting and Forecasting
- PVNG** - Enterprise Accounting

### *Hospitality Professionals*

Aptech employs a full time staff of 20 hospitality professionals who specialize in addressing the automation needs of its clients. Our team is very dedicated to our customers and co-workers. Over half of our staff members have been with Aptech for more than 15 years. Our trained technical staff can provide assistance in a variety of areas: technical services, software installation, on-site user training, web training, operational support, report creation, software support, customized programming, data transformation, and data conversion.



Aptech houses its own data center in Pittsburgh, Pennsylvania. We offer many levels of ASP hosting services to our customers and currently have more than 500 ASP licenses of software in our data center. Aptech began its business as a service bureau making ASP hosting a very familiar service to offer our customers.

Aptech's years of success are based upon partnerships with our customers. We value human relationships and apply technology to solve business problems for people.

We work with our customers far beyond the initial project, and we continue to work with our customers in keeping them aware of the industry changes in technology and what other options may be available to enhance their organization.

**Aptech**  
Computer Systems, Inc.  
135 Delta Drive  
Pittsburgh, PA 15238

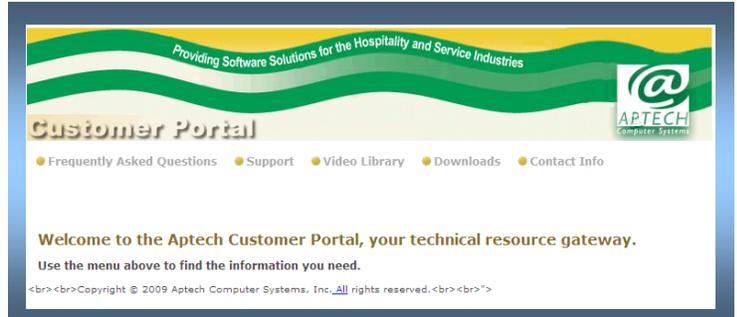
# Professional Services



800-245-0720  
www.aptech-inc.com

**Aptech** employs a full-time staff of hospitality professionals who specialize in addressing the automation needs of its clients.

We understand that not everyone has the same level of skill, and we tailor our services to meet our clients' needs. Aptech's trained technical staff can provide assistance in a variety of areas.



## **Technical Services:**

Aptech's Technical Specialists are experienced in the latest technologies, from PC's and Internet communications, to multi-user UNIX systems. In virtually all installations, there is a need to integrate Aptech software with new or existing hardware. In all cases Aptech is prepared to offer the necessary assistance.

## **Installation / User Training:**

Aptech's installation and user training is tailored to the skill level of its users. Educational training materials are prepared in advance by Aptech's customer support specialists to aid the learning process by giving easy-to-follow instructions and examples of common tasks. Aptech provides "hands on" classroom or individual training sessions at the property, regional, or corporate level depending on client needs. Customers are also invited to participate in a variety of informative Webinars scheduled on a regular basis.

## **Support:**

Regardless of its clients' needs, Aptech technical and operational assistance is always just a phone call away. Aptech provides on-going software support for all its licensed products. Clients can select from three support plans: Gold, Silver or Bronze. Each plan entitles the client to telephone "help-desk" assistance. Aptech also offers a 24-hour/seven day support option. In addition, customers have access to Aptech's on-line Customer Portal as a reference point for up-to-date product information and troubleshooting.

## **Data Conversion:**

Aptech is happy to provide technical assistance for client data conversion during the installation process.

## **Success**

Aptech has served the hospitality industry for over 45 years and has a customer base of over 3,500 properties including large chains, multiple-property management companies, and single site hotels. Our clients utilize Aptech's solutions to manage their financial and operational data.