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**FOR IMMEDIATE RELEASE**

## **UNIGUEST™ GIVES HOTELS A HELP-DESK UPGRADE WITH THE CREATION OF U-CREW™**

*Uniguest announces the creation of “U-Crew™”, an in-house, fully-staffed IT help desk to support hotel business centers, boarding pass printing kiosks and digital signage.*

Nashville, Tenn. (December 8, 2009) **Uniguest**, a Nashville-based provider of niche print and technology solutions to the hospitality, healthcare, and the real estate industries held a ribbon-cutting event for “U-Crew”, Uniguest’s newly upgraded, in-house information technology help-desk team.



Since 2002, Uniguest has been developing, selling, and supporting hotel business centers, boarding pass kiosks, and now, digital signage. Today, over 3,000 hotels globally contract Uniguest’s IT help-desk support.

“It is an exciting day here at Uniguest,” says Shawn Thomas, Uniguest’s CEO and Co-Founder. “Although we have always provided in-house support, when you have an opportunity to recognize the team represented by all of our help-desk crew and brand them, it makes for a great day. As individuals, we all want and need something to believe in, especially in our work

life. The **U-Crew** team members bring a unique set of skills and a unique personality all of their own. And our customers get to experience that each time they call **U-Crew** for help.”

The **U-Crew** is currently comprised of fourteen help-desk agents. They provide support for over 4,750 business center systems, Lobby PCs, boarding pass kiosks, and digital signage installations spanning the globe. Their expertise is unmatched in the industry, which is a key component to what has made Uniguest™ what it is today: a leader in their field.

“The level of support the **U-Crew** offers elevates the service our customers receive far above what others in the industry provide,” said Brian Lewis, **U-Crew** Call Center Manager. “When we say agents are available **24/7/365** to help resolve any computer issue that may arise, it means we physically have agents in our company-owned building here in Nashville, TN taking care of you. Not one part of our service is contracted to another company. All agents go through an extension training period before ever interacting with customers. Working with the **U-Crew**, our customers can be confident they are getting the quickest and the best service, even if it occasionally comes with a slight southern accent.”

Uniguest believes in supporting its employees’ continuing education efforts. As part of the announcement of **U-Crew**, a new **U-Crew Continuing Education Benefit** was also launched to support the **U-Crew’s** need to remain current on their skills and knowledgebase. Uniguest announced they will assist the **U-Crew** team with the cost of any additional education programs and/or certification programs agents may want to expand their knowledge or help to build their expertise.

### **About Uniguest**

Based in Nashville, TN, Uniguest is a diversified company providing print, technology, and specialized services globally for the hospitality, healthcare, and other industries. Products and services include custom printed publications, security software solutions, self-serve kiosk solutions, advertising sales, and help-desk computer support. More information is available at ([www.uniguest.com](http://www.uniguest.com))

Pictured (L to R): John Parmley, Rob Maldonado, Nathan King, Ben Hamric, Will Blakeburn, Levi Bachelor, Joe Finnegan, and Brian Lewis.

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