



Shurgard Installs INSOMNIAC Kiosks at Two Facilities

SCOTTSDALE, Arizona – November 10, 2005 – OpenTech Alliance, Inc. today announced that Shurgard Storage Centers, Inc. (NYSE:SHU), a leading self-storage real estate investment trust (REIT) in the United States and Europe, has installed INSOMNIAC™ self-storage kiosks at two of its facilities in the Phoenix area. The kiosks provide a high level of customer service and convenience by enabling customers to rent units, make payments, purchase locks, and update their accounts 24 hours a day on their own without a manager's assistance.

“We’re really impressed with what OpenTech has developed and how their team has been able to integrate the kiosk with our software,” said Larry Hoffman, Regional Vice President for Shurgard. “INSOMNIAC’s capabilities including its signature pad and lock dispenser are much better than our old kiosks and anything we’ve seen in the market. We’re excited to have the first two kiosks installed and are looking at using INSOMNIAC at other facilities.”



One of Shurgard's New INSOMNIAC Kiosks
[Photo courtesy of Shurgard Storage Centers, Inc.®]

For several years, Shurgard has used an internally developed kiosk. The kiosks proved beneficial by allowing customers to conduct business with Shurgard outside of normal business hours. The INSOMNIAC kiosk enables customers to have an even greater ability to conduct business through the kiosk, thereby creating greater return for Shurgard. In addition, customers calling Shurgard's customer service center are

encouraged to visit the kiosk to finish their reservation in person so INSOMNIAC can record their payment information, photo, and signing of the lease.

“Shurgard is a self-storage kiosk pioneer,” said Robert Chiti, OpenTech’s President and CEO. “They built their own kiosk several years ago and have learned a great deal about kiosk technology. The fact that Shurgard has now replaced two of their kiosks with ours really says a lot about how far we’ve come with INSOMNIAC.”

Shurgard Storage Centers, Inc. is a real estate investment trust headquartered in Seattle, Washington. The company specializes in all aspects of the self-storage industry and operates a network of over 600 operating storage centers located throughout the United States and in Europe.

Created exclusively for the self-storage industry, INSOMNIAC is the industry’s first vendor neutral, self-service kiosk. For more information about INSOMNIAC, please visit www.opentechalliance.com or call (480) 778-9370.

About OpenTech Alliance, Inc.

OpenTech Alliance, Inc. is the leading developer of self-storage kiosks. Its impressive INSOMNIAC line of self-storage kiosks improves customer convenience, reduces operating costs and increases revenues for self-storage facilities. For more information about OpenTech, please visit www.opentechalliance.com or call (480) 778-9370.

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