
INSOMNIAC Kiosks Now Include a Live Person to Assist Users

Live! Megan - Now Included with Every INSOMNIAC Kiosk

PHOENIX, Arizona – February 19, 2010 – Self-storage owners will now get more bang for their buck with OpenTech’s expanded Maintenance and Warranty Services (MWS) program that offers the new Live! Megan service at no additional charge. With the Live! Megan service, kiosk users get assistance from a live call center agent when using an INSOMNIAC kiosk to rent a unit or make a payment. The new personal service is available 16 hours a day during week days and a total of 24 hours over the weekends for OpenTech customers on the Maintenance and Warranty Services (MWS) program. “We felt adding value to our current MWS program without raising the price was the best way for us to support our customers during a tough economy,” commented Robert Chiti, President and CEO of OpenTech Alliance.

With OpenTech’s advance kiosk technology and Live! Megan – customer service is *never* sacrificed. Self-storage customers simply press a button on the kiosk and go directly to a Live! Megan agent ready to assist them on questions ranging from “I need help renting a storage unit” to “Will my stuff fit in a 10x10?” As an industry leading call center - these specially trained storage agents are equipped to provide personal assistance and remotely control the kiosk.

“My customers like the convenience of our kiosk, but sometimes I find they have questions the kiosk cannot answer as well as a human and with the addition of Live! Megan – I know those customers will be taken care of.” commented Tom Drake, owner of Secure Storage of Lockport and past president of the Illinois Self Storage Association. “This new service will help my manager rent more units and my customers will appreciate the personal touch. As for me, I really like the fact that the new service is free”, said Tom.

OpenTech has always been committed to delivering the highest quality customer service in the industry and now with the addition of Live! Megan to the kiosk services program, OpenTech’s customers’ customers will be getting superior service as well.

The INSOMNIAC Live! call center was launched in 2009 to help self-storage owners extend their service hours and allow their managers to focus more on face to face customer service and local marketing. The early success of the call center has allowed OpenTech to combine the customer service of the call center with the customer convenience of the kiosk.

OpenTech Alliance, Inc. is the leading developer of innovative self-storage solutions. Products and services include 6 models of INSOMNIAC™ Kiosks ranging from \$9,000 to \$18,000, INSOMNIAC Live! call center services and the INSOMNIAC Self Storage Network for online storage reservations. OpenTech products and services improve customer convenience, reduce operating costs and increase revenues for self-storage facilities. For more information or to see an online demo, please visit www.opentechalliance.com or call (602) 749-9370.

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