




Dedicated to Building Lasting Connections

Agilysys is a global hospitality technology provider with offices in the UK, US, Singapore, Hong Kong, Malaysia, The Philippines and most recently India. We recently spoke with Agilysys' Managing Director, James Slatter to tell us more.

 With over 25 years in the hospitality software market, Agilysys is leading the industry with their next-generation point-of-scale, property management, inventory and procurement and mobile solutions and services. All of which been designed to grow revenue, reduce costs, increase efficiency and enhance the overall guest experience. As for their customer base, it is comprised of four major sectors: Hotels, Resorts and Cruise; Restaurants, Universities, Stadia and Healthcare; Food Service Management; and both Corporate and Tribal Gaming.

When working on a new project or with a new client, James details the techniques employed by Agilysys to ensure that the overall outcome is successful for all parties.

"Two things come to mind: Relationships and Problem-solving. Ours is an industry that relies heavily upon relationships. Which is why our business is about helping customers build lasting relationships with their guests. And for Agilysys it's about creating a solid foundation upon which to create partnerships with our customers. We focus on the values of trust and integrity. It's not just selling a technology product. Rather it's about providing a solution to a given problem. First and foremost, we focus on solving real-world problems."

Even though they are separated by multiple offices around the world, they are a single team. James explains to us Agilysys' mission and how they uphold it.

"Our mission is to transform the guest services experience in the hospitality industry by enabling companies to build lasting connections with their guests. And we're just as dedicated to building lasting connections within our team, with stakeholders and among the communities we serve.

"Here are just some of the steps we take to ensure we uphold our mission:

- Deep involvement within our communities, whether we're supporting local charities with fund-raising efforts, volunteering at non-profits, or teaching tomorrow's industry leaders through professional and educational institutions.
- Frequent contact with advisory boards that consist of industry experts and customers. Through industry collaboration we seek to understand where the market is headed and how we can evolve our technology to continue to enhance the guest experience, grow revenue and increase efficiency across entire organizations."

Making a positive difference for customers is something Agilysys is passionate about. James informs us how the company addresses client's needs and ensures clients receive the very best service every time they engage with Agilysys.

"It's about strengthening the technology products that touch the lives of potentially everyone, everywhere. Whether at restaurants, hotels or casinos, we take pride in our work because we value the importance of every single guest relationship. This customer-centric approach is imparted in our everyday relations with customers, and in the services that we offer everywhere."

It is inevitable that many businesses will face challenges within their respected industry. For Agilysys, James notes on how the company has responded to those challenges and how they have adapted to new developments.

"Customers informed us that they needed their solutions to work "better together" for the sake of operational efficiency and to realize more value from their technology investments. We responded to this by creating a next-generation hospitality platform: rGuest® – a standards-based suite on an open architecture with public APIs to enable richly-integrated applications delivered from not

only Agilysys, but also from partners and customers. This is having a transformative effect for our customers in terms of guest satisfaction and service efficiency.

"Through our innovative rGuest® platform suite, the technology addresses the entire lifecycle of the hotel, casino or restaurant guest – from recruitment to follow-up – with integrated solutions for reservations, transactions, settlement, loyalty, promotions, business intelligence, supply and staff management.

"Guest feedback, an integral component of the suite, enables hospitality providers to establish connections with guests that not only result in greater satisfaction and repeat business, but also stimulate guest recruitment."

Supporting every great business is a dedicated, passionate workforce who all share the same core values and beliefs. James highlights the internal culture at Agilysys.

"Our culture places high value on Trust, Integrity, Accountability and Empowerment. We are proud to be made up of smart, engaged, motivated and truly talented people that come from a wide range of backgrounds. The company puts the power to make an impact directly into the hands of the people who work here. Granted the flexibility to make day-to-day decisions in our

A professional headshot of James Slatter, a middle-aged man with short dark hair and blue eyes, smiling. He is wearing a dark suit jacket, a light-colored shirt, and a dark tie with a light-colored floral pattern. The background is a dark, neutral color.

Agilysys..

respective areas of expertise, our people always seek to help clients thrive. When our clients thrive, we all win.”

Looking ahead, the successes Agilysys has achieved thus far is what the company aims to maintain. In doing so, James reflects on the key characteristics Agilysys looks for when hiring new staff.

“Since our customers are some of the most fun and exciting businesses around the world, we seek like-minded individuals who are enthusiastic and like to be challenged. Those who demonstrate the Agilysys core values of Empathy, Character, Collaboration, Service Excellence, Innovation and Competency are characteristics we look for when expanding our team.”

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