



Las Vegas Gaming Company Finds Winning Combination with Agilysys & IBM

Cannery Casino Resorts is a Las Vegas-based gaming company that operates three Nevada properties — Cannery Hotel and Casino in North Las Vegas, East Side Cannery in Las Vegas and Rampart Casino in Summerlin. The company's flagship property, Cannery Hotel and Casino, has more than 200 guest rooms, four restaurants, two bars, a 50,000-square-foot casino and an outdoor entertainment venue that accommodates up to 3,000 guests.

Its sister property, the new Eastside Cannery, has more than 300 guest rooms and suites, five restaurants, a luxury spa, a 65,000-square-foot casino and more than 20,000 square feet of ballroom and meeting space. Cannery Casino Resorts also owns and operates The Meadows Racetrack and Casino in Pittsburgh.

Hundreds of guests check in and out of Cannery Casino Resorts' two Las Vegas hotels each week, and many others visit the properties to gamble, dine or enjoy a show. With crowds like that, the company recognized the need for an integrated property management system that would streamline operations and improve efficiency. A web-based room reservations system was also necessary to allow guests to book hotel rooms over the Internet.

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SOLUTION AT A GLANCE

- > **Industry:** Hospitality
- > **Challenge:** Growing casino/hotel company needed a flexible and reliable property management system that runs 24/7 with no crashes or downtime
- > **Solution:** The Lodging Management System (LMS) property management solution running on the IBM Series i platform
- > **Results:** Streamlined efficiency, increased productivity, cost savings and enhanced guest service

- LMS is a comprehensive property management solution that automates every aspect of a hotel's operations — from reservations and credit card processing to accounting and housekeeping.



Round-the-clock reliability

Cannery Casino Resorts had been running the epitome® property management system on a UNIX platform, but the company wasn't completely satisfied with its performance. They wanted a solution that offered greater flexibility, more features and functionality and, most importantly, 24/7 reliability.

Cannery Casino Resorts evaluated several property management solutions and selected the Lodging Management System® (LMS) from Agilysys, along with the LMS CASH® credit authorization and settlements handling module and LMS ResNet™ web-booking module.

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The web-enabled system is based on a services-oriented architectural framework that offers maximum flexibility and minimal upkeep. The LMS solution links customer gaming accounts to hotel accounts, making it ideal for busy hotel/casino operations. It easily expands to incorporate modules for activities scheduling, attraction ticketing, food and beverage, itinerary planning, online reservations, spa scheduling and more.

According to Mike Day, chief information officer at Cannery Casino Resorts, a primary reason the company chose the LMS solution was the software's ability to meet the property's business requirements. "LMS meets the functionality of our hotel operations and provides the technical interfaces we need."

LMS also runs on a platform that is recognized industry-wide for its stability. "We liked the fact

that LMS runs on the IBM System i,” said Day. “It’s superior to any other platform out there. It doesn’t crash or go down, which translates into increased efficiency and cost savings. The LMS-IBM combination is unbeatable for busy hotel/casino operations and especially for multi-property installations.”

Another selling point was the software’s ease of use. “LMS is a very straightforward system, and it’s simple to learn,” Day said. He also notes that LMS integrates easily with other vendor software the properties use, including Aristocrat, MICROS and Cisco.

Easy implementation

In January 2008, Cannery Casino Resorts installed the IBM System i and the LMS property management solution at its flagship property, Cannery Hotel and Casino. “This was one of the easiest implementations ever,” said Day. “There were no big problems.”

Agilysys offered round-the-clock support, remaining on site 24 hours a day the first week the system was running. Training was conducted for approximately 30 staff members over a two-week period. According to Day, the new system was well received by staff and solved “a laundry list of problems” the company faced with its previous system. “The interfaces were more stable, the guest check-in process was simplified and reporting was greatly enhanced,” he said.

Almost immediately, Cannery Casino Resorts saw improvements in operations, beginning with check-in. The LMS CASH module enables front desk staff to obtain instant online credit card approval combined with express check-in. With the swipe of a credit card, LMS CASH obtains an estimated folio credit approval and then locates the guest’s reservation, assigns a room and prints the registration card.

If a guest’s credit card is denied, the front desk can request another form of payment, thus reducing revenue loss. The hotel also has the ability to access credit card numbers through the



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LMS database and inform guests of exactly how much they charged on a specific date. The system boosts efficiency even more by processing all credit card transactions into one application.

Laurie Baumgartner, manager at Cannery Hotel and Casino, especially appreciates the system’s billing profiles. “We can set up billing in lots of different ways,” she said, such as comp billing, group billing or direct billing. “With our old system, it was either ‘comp everything’ or ‘comp nothing.’ With LMS, there’s a lot more flexibility, which makes check-in easier and quicker.”

The LMS ResNet module gives customers the option of making hotel room reservations online. Unlike many online reservation systems that require guests to e-mail a request for a room and hotel staff to complete the actual reservation process, LMS ResNet needs no staffing. Instead, all booking is completed through the hotel’s own computer.



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Since implementing LMS ResNet, the Cannery properties are capturing the names and e-mail addresses of guests who book online and will target those customers for special promotions and incentive programs.

Expansion planned

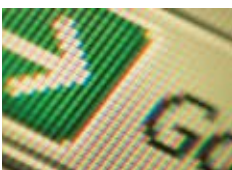
Cannery Casino Resorts plans to expand its use of the LMS property management system. It will add the LMS ShowGate® ticketing module to manage ticket sales for concerts at Cannery Hotel and Casino and for the new entertainment venues at Eastside Cannery.

LMS ShowGate provides integrated theater, stadium and attraction ticketing services with total venue management capability. The module enables properties to block and release seats, sell best available seats or allow customers to select individual seats from a chart. LMS ShowGate also enables properties to comp tickets or charge them to a guest's room or credit card.

For now, Cannery Casino Resorts is enjoying increased efficiency and streamlined guest service. "The quality of support from Agilysys and IBM is unsurpassed," concluded Day. "I've been working with hardware and software vendors in the gaming and hospitality industry for 20 years and haven't found a better pair of vendors. A property management solution that is dependable and easy to use is invaluable to a 24/7 business like ours. With LMS, the IT support phone is ringing a lot less, and our on-call IT staff are sleeping better at night."

Who We Are and What We Do

Agilysys, Inc. is a leading provider of innovative information technology (IT) solutions serving corporate and public-sector customers, with special expertise in select markets, including retail and hospitality. We provide technology solutions – including hardware, software and services – to help customers resolve their most complicated IT needs. Our expertise includes enterprise architecture and high availability, infrastructure optimization, storage and resource management, identity management, and business continuity; along with software and services designed specifically for the retail and hospitality markets. We operate from locations throughout North America, and in the United Kingdom and China, with headquarters in Cleveland, Ohio.



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