

Agilysys...

CUSTOMER SPOTLIGHT: Spirit Lake Casino & Resort

Tribal Gaming Property Chooses Agilysys Visual One PMS to Boost Efficiency and Enhance Guest Service



The Spirit Lake Casino & Resort has 124 rooms and suites as well as six guest cabins and an RV park with 73 lots, giving guests the option to choose the specific type of stay they want at this North Dakota property.

Owned and operated by the Spirit Lake Nation, the Spirit Lake Casino & Resort comes with a unique view for guests to experience with their location on the scenic Devils Lake in east central North Dakota. The property has a lot to offer with their range of lodging options, a 49,000-square-foot casino and a full-service marina. Also to be found at the property is a grocery store, a smoke shop and a gift shop, a 1,000-seat showroom, three dining venues and more than 27,000 square feet of meeting and event space. In order to optimize the experience for guests visiting their property, the executive team searched for a solution that could provide a streamlined process and account for the entire guest lifecycle to help them deliver the best possible guest service. They found what they were looking for with the Visual One property management system and chose it as a hosted solution. "We needed



technology that could manage a diverse mix of accommodations and amenities, and the Visual One PMS was a perfect fit," said Peter Owlboy, Jr., MIS director at Spirit Lake Casino & Resort. "After the first demo, we realized Visual One would be a giant step forward for us. We particularly like the ease of integration with our other casino systems, the friendly user interface and the online reservation system. We look forward to using the solution to improve the guest experience and provide a more streamlined process from reservations to check-out."

The wide variety of operations at the property requires a high level of flexibility without compromising efficiency. The comprehensive property management system will allow the Spirit Lake Casino & Resort to streamline their operations and lower costs while staff will have more time to deliver an exceptional guest experience.



ABOUT OUR SOLUTIONS:



Visual One PMS is a comprehensive and fully integrated property management system that offers a wide range of features and functionality, including front office operations, guest history, housekeeping, reservations management and more. Its user-friendly screens are laid out in a logical and understandable format with quick-feature icons and drag-and-drop capabilities. The software, which runs on a Microsoft® SQL Server® database, has modules for accounting, activities, club management, comp accounting, condo accounting, guest marketing, sales and catering and spa management.

ABOUT AGILYSYS:

Agilysys is a leading technology company that provides innovative software and services for point-of-sale (POS), property management (PMS), reservation and table management, inventory and procurement, workforce management, analytics, document management, and mobile and wireless solutions exclusively to the hospitality industry. Our products and services allow operators to streamline operations, improve efficiency and understand customer needs across their properties to deliver a superior overall guest experience. The result is improved guest loyalty, growth in wallet share and increased revenue as they connect and transact with their guests based upon a single integrated view of individual preferences and interactions. We serve four major market sectors: Gaming, both corporate and tribal; Hotels, Resorts and Cruise; Corporate Foodservice Management; and Restaurants, Universities, Stadia and Healthcare. Agilysys operates across North America, Europe, Asia-Pacific, and India with corporate services located in Alpharetta, GA. For more information, visit www.agilysys.com.

LEARN MORE ABOUT AGILYSYS SOLUTIONS

EMAIL: SALES@AGILYSYS.COM

PHONE: 877 369 6208

WEB: WWW.AGILYSYS.COM

