

Agilysys...

CUSTOMER SPOTLIGHT: Osage Casino Hotel

Tribal Gaming Property Expands with New Hotel and Implements Agilysys Solutions Suite



The Osage Casino in Tulsa, Oklahoma features 24-hour gaming, several dining options, and plenty of entertainment for guests to enjoy in the on-site event center. A new 141-room hotel will open on the property in 2018, offering luxurious and spacious accommodations for guests.

Owned and operated by the Osage Tribe Gaming Enterprise Board, Osage Casinos have seven casinos locally in the state of Oklahoma, two of which currently offer hotel accommodations. Adding a third hotel to their 24-hour casino in Tulsa, Osage Casinos will expand operations and the management team wanted a property management solution that would help them better understand their guests' needs so they could provide the best possible guest experience at their new hotel. The two existing Osage Casino Hotels are long-time users of the Agilysys LMS® property management system and when deciding on technology for the new hotel, management chose to continue with the successful experience they have with their existing use of Agilysys products.



"We are excited to continue our partnership with Agilysys and deploy these products at our newest property," said Byron Bighorse, CEO of Osage Casinos. "We see so many advantages for our hotel with these products. The catering module is going to improve efficiency, and the back-end functionality that comes

with Visual One will make accounting, reservations and direct billing so much easier. The analytics tool that is included in InfoGenesis is also helpful for one-stop-shop for reporting. The products generally fit well with our operation and have a nice user interface."

The Osage Nation uses revenues from its casinos to fund tribal government and programs, provide for the general welfare of the tribe and its members, and much more.

AGILYSYS SOLUTIONS SELECTED

- InfoGenesis® POS
- Visual One® PMS
- rGuest® Pay
- rGuest® Seat



ABOUT OUR SOLUTIONS:



InfoGenesis® POS, a popular point-of-sale solution among luxury hotels and resorts, is a comprehensive POS system that combines easy-to-use terminal and tablet touchscreen applications with industry-leading offline capabilities. Its strong reporting and analysis features, enterprise-grade menu and item configuration capabilities, and multi-language support drive service flexibility and increased operational efficiency.



rGuest® Seat is the restaurant reservation, table and wait list management solution that streamlines operations and enhances guest service. Built on open industry standards, the flexible solution can reside on a fixed terminal or operate on a mobile tablet. rGuest Seat provides diner details and preferences to the host and serving staff, allowing the restaurant to provide a highly customized experience. In addition, automated wait list management ensures accurate wait time estimates and easy notifications of seating availability. An online interactive reservations system allows guests to reserve not only dates and times but also preferred servers, tables or sections.



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.



rGuest® Pay is Agilysys' payment gateway solution that enables complete and secure payment processing. It leverages one of the few payment offerings that includes: validated Point-to-Point Encryption (P2PE), which securely encrypts cardholder data while drastically reducing annual PCI audit costs; a Payment Information Proxy (PIP) that secures data arriving via e-commerce interfaces; robust tokenization, which eliminates storage of cardholder data; and a full range of fixed and mobile EMV-ready payment devices that ensure compliance with new card security regulations.

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 headquarters located in Alpharetta, GA.

LEARN MORE ABOUT AGILYSYS SOLUTIONS

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