

Agilysys...



PROFESSIONAL SERVICES

Best-in-class professional services
for the hospitality industry.

Software Implementation • Comprehensive Training •
Consulting & Gap Analysis • Hospitality Technical Services •
Disaster Recovery & High Availability Services

TRANSFORMING HOSPITALITY BY BUILDING
LASTING CONNECTIONS

ESTABLISH LASTING CONNECTIONS

Today, superb guest service is no longer enough. Your guests are turning to technology to enhance their experiences. You need reliable, full-featured, industry-leading solutions to help you increase guest loyalty and attract new business. That's where Agilysys' Professional Services maximizes and accelerates the return on your investment.

At Agilysys, we're passionate about making a lasting difference in the markets we serve. As a leader in hospitality solutions, it's about strengthening products that touch the lives of potentially everyone, everywhere. Whether at restaurants, hotels, casinos or cruises, we take pride in our work because we value the importance of every single guest relationship. This thought leadership is apparent in the Professional Services we offer.

For more than 15 years, Agilysys has served all levels of professionals in the hospitality industry. We know technology is critical to virtually every aspect of your business, and we deliver strong technical competencies and best practices so you get the most out of your technology investment.

Our People

Hospitality businesses are global, 24/7 operations with complex technology demands. You don't have to go it alone. Our Professional Services team is comprised of individuals with extensive, real-world hospitality experience, having served at global hotel and resort brands, casinos, inns and restaurants. Only our practiced specialists deliver industry expertise to get your deployment into production quickly and cost-effectively. We are committed to delivering optimal implementations, training, disaster recovery, consulting and other technical services.

Our team of specialists will assess your technology needs: evaluating the environment, deploying the right solutions using best practices and training all users for maximum effectiveness. Your expert services professional goes well beyond software installation. Because your success is our success, we stand ready to support all your technology initiatives—small or large. Start each day with confidence knowing you're partnered with a hospitality leader and industry specialists who truly care about your success.

AGILYSYS HOSPITALITY SOLUTIONS

Property Management

- Visual One® PMS
- Lodging Management System® (LMS)
- rGuest® Stay

Point-of-Sale

- InfoGenesis® POS
- InfoGenesis® Mobile
- InfoGenesis® Flex

Business Intelligence

- rGuest® Analyze
- Insight™ Mobile Manager

Payment Gateway

- rGuest® Pay

Reservations and Table Management

- rGuest® Seat

Inventory/Procurement

- Eatec®
- Stratton Warren System (SWS)

Workforce Management

- Workforce Management Solution (HotSchedules®)

Document Management

- DataMagine™



“ I have made a career of understanding and working in the hospitality industry. With 28 years of hospitality experience, I have worked both front of house and back of house operations from entry level to middle and upper management across a variety of casino hotels, resorts, hotels and call centers. The hospitality industry is perfect for me because it allows me to work with people I enjoy and provides the challenge of helping customers solve new challenges. ”

- Gregg D.
Implementation Specialist, Agilysys

AGILYSYS AT YOUR SERVICE

Professional Services

Are you ready to take your business into the next generation? It's easy when you're partnered with an industry leader that offers comprehensive, customizable services designed to take you there.

Software Implementation

Leverage Agilysys software solutions to your maximum advantage with our team of professionals during implementation and rollout. This team possesses real-world experience combined with a deep understanding of Agilysys solutions. Our specialists help you plan for the specific needs of your business, discover new features, build and configure your database, validate your data, train staff and monitor deployment.

Comprehensive Training

In-depth training fosters higher rates of software adoption. This shared understanding ensures your business operations run smoothly as new systems are rolled out and accurate, meaningful information is captured in each transaction or business process. Let the Agilysys team walk your users through each function of your solution, so you can accelerate your return on investment.

Consulting & Gap Analysis

You know where you want to take your business in the future. Consulting Services help identify what might be standing in your way. Our Gap Analysis service assists you in defining operational and system gaps, assessing your current system's performance, resulting in an analysis of what's needed to achieve your objectives, including best practice suggestions.

Hospitality Technical Services

Agilysys has a dedicated team of developers, systems analysts, server management, network specialists, hardware engineers and consultants with the knowledge and experience to provide practical and effective strategies that are as unique as your business. We combine the industry's best practices and deployment procedures to help reduce overall project costs, proactively identify and manage risks and gain a competitive advantage.

Disaster Recovery & High Availability Services

We know first-hand the intricacies of operating a 24-7 business. Your core systems and data must be available at all times. Loss of enterprise data is simply not an option in our world. Protect and secure your information with the Agilysys Disaster Recovery and High Availability team. We partner with several industry-leading technology providers to offer disaster recover planning, solutions and best-in-class services.

Integration Services

This highly skilled team combines their knowledge of industry solutions to provide seamless integration and functionality, keeping your business operating effortlessly. These integration technicians are accomplished in networking, firewall, database configuration, and work alongside our technology partners to ensure successful communication with your existing front-office and back-office technologies, throughout your enterprise.



“From start to finish, Agilysys has been a valued partner as we've upgraded our core systems in 2015. Agilysys' technology support team was on-site supporting the upgrade efforts to ensure a successful implementation. They have helped us achieve our strategic initiatives on an aggressive schedule.”

- Michael Silberling
CEO, Affinity Gaming


PROVEN TECHNOLOGY PARTNER FOR THE HOSPITALITY INDUSTRY

INDUSTRY EXPERIENCE

150+

Service team members

800+
YEARS
Combined hospitality experience


Hotels, casinos, resorts, inns, dining, cruise ships

SOLUTIONS EXPERTISE

9
YEARS
Average tenure with Agilysys

1600+

Customer engagements last year

CUSTOMER EXPERIENCE

97.8

Customer service score

10
YEARS
Average customer relationship

OVER 95%
Customer retention

INDUSTRY PARTNERS

150+

Number of partners

20+
YEARS
Longest partnerships

5K+

Completed integrations



“From working on the happiest place on earth to the beaches of the Southern Pacific, I have been in the Hospitality industry for 12+ years. I enjoy working in the hospitality industry because it affords me an opportunity to engage with dynamic people in an environment that never gets boring.”

- Jay B.
Implementation Specialist, Agilysys

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ABOUT AGILYSYS

Agilysys is a leading developer and marketer of software-enabled solutions and services to the hospitality industry. The company specializes in next-generation point-of-sale, property management, inventory and procurement, workforce management, analytics, document management and mobile and wireless solutions. These solutions are designed to streamline operations, improve efficiency, increase guest recruitment and wallet share, enhance the guest experience and maximize revenue potential. Agilysys operates extensively throughout North America, Europe and Asia, with corporate services located in Alpharetta, GA, and offices in Singapore, Hong Kong and Malaysia. For more information, visit www.agilysys.com.

For additional information about our Professional Services, email sales@agilysys.com or call 877-369-6208.

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Rev 04/16

