

Agilysys

CUSTOMER SPOTLIGHT: Grand Casino Mille Lacs & Grand Casino Hinckley

Tribal Gaming Properties Choosing Agilysys Point-of-Sale and Payment Services

Grand Casino Mille Lacs and Grand Casino Hinckley, both located in east central Minnesota, feature more than 1,000 guest rooms and nine restaurants combined.

Grand Casino Mille Lacs and Grand Casino Hinckley are two of Minnesota's premiere entertainment facilities. Grand Casino Mille Lacs features a 494-room hotel, four restaurants, fitness center, convention facility and several retail shopping outlets. Grand Casino Hinckley is among the largest casino hotels in the state, with 563 guest rooms, five restaurants, fitness center, spa and golf course.

The two Grand Casino properties needed integrated point-of-sale and payment gateway solutions that would optimize food, beverage and retail service, while securing sensitive cardholder data. Agilysys systems met the management team's criteria, with advanced features and functionality that boost efficiency while reducing the risks associated with credit card acceptance. Being longtime users of the Agilysys LMS® property management system, the properties selected a suite of Agilysys solutions to streamline operations and enhance guest service.



"We insisted on state-of-the-art technology for our new point-of-sale and payment gateway solutions," said Timothy Johnson, Director of Information Technology for Grand Casino Mille Lacs and Grand Casino Hinckley. "Agilysys offered everything we were looking for, with mobile and fixed POS systems that will streamline our food, beverage and retail operations, along with a robust payment gateway solution. We especially appreciate the tight integration between the systems and we are confident the technology will help us boost efficiency and deliver exceptional guest service."

Grand Casino Mille Lacs and Grand Casino Hinckley are both owned and operated by the Mille Lacs Band of Ojibwe, a sovereign, federally recognized Indian tribe with more than 4,500 members.

AGILYSYS SOLUTIONS SELECTED

- Infogenesis® POS
- Infogenesis® Flex
- rGuest® Pay



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. InfoGenesis Flex, which offers full point-of-sale functionality on a convenient tablet device, provides a guest-centric feature-rich mobile experience for outdoor patios, poolside venues and other foodservice operations.



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. For more information, visit www.agilysys.com.

LEARN MORE ABOUT AGILYSYS SOLUTIONS

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