

World-class Professional Services for Hospitality Businesses

Technology is critical to virtually every aspect of your business.

Staying at the top of your game is about strengthening the technology that touches virtually every guest, everywhere.

We take pride in our work because we value the importance you place on every single guest relationship. Serving the industry for more than 40 years, Agilysys is passionate about helping you make every guest experience memorable, and we're committed to assuring your staff is trained and confident using the new Agilysys solutions.

- **Project Management:**

A dedicated PM is assigned to oversee the details of your deployment. This person is your champion throughout the deployment process, from assuring timely delivery of hardware to scheduling installers, establishing training and implementation schedules, managing the onboarding of credit card processing, and keeping all project team members on task to achieve a successful go-live.

- **Software Installation:**

Whether you're deploying a Property Management System (PMS) or Point of Sale (POS), this service includes discovery, configuration and database build. Everything you need to hit the ground running.

- **Hardware Installation:**

Dedicated professionals assemble and help you deploy your selected POS hardware.



PURE HOSPITALITY

Four Decades with Singular Focus in Hospitality



COMPREHENSIVE SOLUTIONS

A Commitment to Continued Improvement and Innovation



OBSESSIVELY

CUSTOMER-CENTRIC

Centralized 24/7 Global Support and Accountability

Sales@Agilysys.com

1 877 369 6208

www.Agilysys.com

Industry Professionals. At Your Service.

Our knowledgeable team is comprised of individuals with real-world hospitality expertise. We bring dedicated, highly-experienced technical talent who know how to get the job done.

- **Technical Consulting:**

We begin with a detailed walk-through at your property location(s) where we conduct discovery meetings with business owners to confirm device placement, analyze business operations, review integration requirements, and identify process gaps. This discovery sets the stage for identifying the configuration to support your business operations and a successful deployment.

- **Training:**

Agilysys personnel train your employees, including Managers, Super Users, Guest Service Agents and Service Staff. Executive and Manager training includes operational training, system management and reporting tools. End-user training is held at the department level to assure the unique demands of each area are fully addressed.

- **Live Monitoring:**

Once solutions training is complete, the Agilysys system goes live. Whether for new construction or converting from system to another, our team of onsite experts are available to create a smooth transition.

While change is good, we recognize that it can sometimes be overwhelming. There have been many demands placed on your staff during the preceding weeks, so we stay with you to answer questions and ensure your team is confident with your new technology tools.

- **Integration:**

Bringing our industry experience at every step, Agilysys representatives work with you to determine and execute integration needs, regardless of the level of complexity.

- **rGuest® Pay Training:**

Agilysys personnel train your employees to use rGuest® Pay for credit card payment processing, including reporting tools.

“Partnering with Agilysys has been a great decision for our brand. The company’s account team has always provided a high level of commitment to our success, and training is easy, which reduces the time it takes to become operational.”

-- Corporate Director of Information and Technology for SH Group



To learn more about our Professional Services, contact your Agilysys sales representative.

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ABOUT AGILYSYS

Agilysys has been a leader in hospitality software for more than 40 years, delivering innovative cloud-native SaaS and on-premise guest-centric technology solutions for gaming, hotels, resorts and cruise, corporate foodservice management, restaurants, universities, healthcare, and sports and entertainment. Agilysys offers the most comprehensive software solutions in the industry, including point-of-sale (POS), property management (PMS), inventory and procurement, payments, and related applications, to manage the entire guest journey. Agilysys is known for its leadership in hospitality, its broad product offerings and its customer-centric service. Some of the largest hospitality companies around the world use Agilysys solutions to help improve guest loyalty, drive revenue growth and increase operational efficiencies. Agilysys operates across the Americas, Europe, the Middle East, Africa, Asia-Pacific, and India with headquarters located in Alpharetta, GA.

Agilysys..

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