

# Agilysys

## CUSTOMER SPOTLIGHT: SH Group's 1 Hotel Brooklyn Bridge

### New York City Hotel is Fourth SH Group Property to Implement Agilysys Solutions

The newest SH Group property, 1 Hotel Brooklyn Bridge, which opened in February, continues their investment in proven guest centric solutions.

Hotel Brooklyn Bridge features 194 rooms and suites offering a lovely waterfront escape and breathtaking views of the Brooklyn Bridge, Statue of Liberty and the Manhattan skyline. The property includes a 24-hour fitness center, outdoor rooftop bar and lounge, 50-person screening room, state-of-the-art spa (opening October 2017) and more than 20,000 square feet of event and meeting space.

1 Hotel Brooklyn Bridge has received numerous accolades, including being named **'The Top Luxury Hotel to Book in 2017'** by Departures and **'Hotel Openings to Watch Out for in 2017'** by Travel + Leisure.

The hotel's management team desired point-of-sale technology that delivers comprehensive functionality and also accommodates mobile scenarios. Additionally, they required a payment gateway solution to secure guests' financial data and reduce the risks associated with credit card acceptance. Integrated solutions were the ideal fit, with features and functionality to help the hotel offer a quality guest experience in a variety of settings.



HOTELS

"Partnering with Agilysys has been a great decision for our brand," said Stalin Gaisie, corporate director of information and technology for SH Group. "The company's account team has always provided a high level of commitment to the success of our F&B operations, working with us on a number of very complex and time-sensitive deployments. InfoGenesis® POS is versatile and training is easy, which reduces the time it takes to become operational. The InfoGenesis and rGuest® Pay solutions will enable our 1 Hotel Brooklyn Bridge team to provide excellent guest service, which is a hallmark of our brand."

#### AGILYSYS SOLUTIONS SELECTED

- InfoGenesis® POS
- InfoGenesis® Flex
- rGuest® Pay

#### ADDITIONAL SH GROUP PROPERTIES USING AGILYSYS

- 1 Hotel Central Park
- 1 Hotel South Beach
- Baccarat Hotel & Residences



## 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 corporate services located in Alpharetta, GA. For more information, visit [www.agilysys.com](http://www.agilysys.com).

### LEARN MORE ABOUT AGILYSYS SOLUTIONS

EMAIL: [SALES@AGILYSYS.COM](mailto:SALES@AGILYSYS.COM)

PHONE: 877 369 6208

WEB: [WWW.AGILYSYS.COM](http://WWW.AGILYSYS.COM)

