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
- Agilysys Infogenesis® POS
- IG Flex
- Agilysys Pay

ABOUT OUR SOLUTIONS:

InfoGenesis POS — Agilysys 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.

Pay — Agilysys Pay is a 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 has been a leader in hospitality software for more than 40 years, delivering innovative guest-centric technology solutions for gaming, hotels, resorts and cruise, corporate foodservice management, restaurants, universities, stadia and healthcare. 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 North America, Europe, Asia-Pacific, and India with headquarters located in Alpharetta, GA. For more information visit Agilysys.com.

LEARN MORE ABOUT AGILYSYS SOLUTIONS

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