



# AGILYSYS PROFESSIONAL SERVICES

## 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.

### 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.



### 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



- **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.

- **Agilysys Pay Training:**

Agilysys personnel train your employees to use Agilysys 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. Agilysys is well known for its long heritage of hospitality-focused technology innovation. The Company delivers modular and integrated software solutions and expertise to businesses seeking to maximize Return on Experience (ROE) through hospitality encounters that are both personal and profitable. Over time, customers achieve High Return Hospitality by consistently delighting guests, retaining staff and growing margins. Customers around the world include: branded and independent hotels; multi-amenity resort properties; casinos; property, hotel and resort management companies; cruise lines; corporate dining providers; higher education campus dining providers; food service management companies; hospitals; lifestyle communities; senior living facilities; stadiums; and theme parks. The Agilysys Hospitality Cloud™ combines core operational systems for property management (PMS), point-of-sale (POS) and Inventory and Procurement (I&P) with Experience Enhancers™ that meaningfully improve interactions for guests and for employees across dimensions such as digital access, mobile convenience, self-service control, personal choice, payment options, service coverage and real-time insights to improve decisions. Core solutions and Experience Enhancers are selectively combined in Hospitality Solution Studios™ tailored to specific hospitality settings and business needs.

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