



CUSTOMER SPOTLIGHT: CAMELBACK RESORT

ONE-OF-A-KIND RESORT DELIGHTS GUESTS WITH AGILYSYS SOLUTIONS SUITE

Camelback Resort is located in the Pocono Mountains and offers adventurous activities for every guest. The year-round ski-in, ski-out hotel, Camelback Lodge has 453 spacious suites in 24 different styles, featuring fireplaces, full kitchens, balconies, and much more.

The all-season Camelback Resort is a unique and beautiful property, dedicated to delivering exceptional guest experiences.



The resort has a wide variety of outdoor activities such as skiing, snowboarding, zip-lining, the largest snow tubing park in the country, and much more. Guests can also enjoy a 125,000 square foot indoor waterpark, voted the number 1 indoor waterpark by USA today. Camelback Resort has been using Agilysys software products since their hotel was built in 2015. Originally chosen because of the fully integrated solutions, Agilysys has helped the resort staff be more efficient and have less downtime.

“Using the Agilysys suite over the last 3 years, we’ve found that it’s very stable. The performance is outstanding, and we can rely on the software to work when we need it to work,” said Ray Palumbo, Vice President of Information Technology at Camelback Resort. “Seeing how the software operates seamlessly between all departments has really opened our eyes to what Agilysys is able to do for us and that we made the right choice in selecting Agilysys software.”

Camelback Resort uses the Agilysys Versa property management system, along with its Spa and Accounting modules. Additionally, Agilysys InfoGenesis point-of-sale, Agilysys Reserve and Agilysys Pay are used across the property. Going Green is an initiative of the resort and using Agilysys DataMagine, they have been able to become paperless in their check-in process, waiver process and during the check-out process. Agilysys DataMagine has a wide set of touch-points and ensures even more integration between all Agilysys solutions at the resort.


“Our mission at Camelback Resort is for our guest to leave with great memories and great experiences. Agilysys products help me make that happen” said Rocco Baldassari, Director of Operations at Camelback Resort.

AGILYSYS SOLUTIONS SELECTED


- Agilysys InfoGenesis® POS
- Agilysys Versa
- Agilysys Reserve
- Agilysys Pay
- Agilysys DataMagine





ABOUT OUR SOLUTIONS:

 **InfoGenesis** Agilysys InfoGenesis® POS, the award-winning point-of-sale solution widely used among leading hotels and resorts, combines easy-to-use terminal and tablet touchscreen applications with industry-leading offline performance capabilities. Its multi-language and currency support brings flexibility and increased operational efficiency into every service environment.

 **Versa** Agilysys Versa PMS is a comprehensive property management system that brings efficiency to front office operations, housekeeping, reservations management and more. Its user-friendly screens boast quick-feature icons and drag-and-drop capabilities. The software, has modules for accounting, activities, club management, comp accounting, condo/owner accounting, guest marketing, sales and catering and more.

 **DataMagine** Agilysys DataMagine™ is a document management solution that transforms paper records into electronic images. The software's U.S. patented imaging module integrates seamlessly with business applications, resulting in a fast implementation and return on investment.

 **Reserve** Agilysys Reserve is the restaurant reservation, table and wait list management solution designed to streamline operations and enhances guest service. Agilysys Reserve provides diner details and preferences to the host and staff, allowing the restaurant to provide a highly customized experience. Interactive web reservations allows guests to select preferred dates, times, tables or sections.

 **Pay** Agilysys Pay enables complete and secure payment processing. It leverages one of the few payment offerings that includes: validated Point-to-Point Encryption (P2PE), while drastically reducing annual PCI audit costs; robust tokenization, and a full range of fixed and mobile EMV-ready payment devices that ensure compliance with new card security regulations.

ABOUT AGILYSYS:

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.

LEARN MORE ABOUT AGILYSYS SOLUTIONS

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