



CUSTOMER SPOTLIGHT: CRYSTAL SPRINGS RESORT

Crystal Springs Resort Selects Agilysys InfoGenesis® POS Solution for Enhanced Guest Experiences Across Multiple Properties



As a large resort with numerous food and beverage outlets, Crystal Springs required a robust yet highly adaptable and functional point-of-sale solution that could be implemented and operated with ease across the enterprise.

Crystal Springs Resort selected InfoGenesis POS as the point-of-sale system to be implemented across the multi-property resort to provide a more seamless guest experience across the properties and ensure ease-of-use and mobility for the staff. InfoGenesis' scalable capabilities will enable the resort to increase synergies between its properties by unifying all food and beverage outlets and allowing for seamless operation and service.

“Agilysys is successfully meeting our complex demands with compliance as well as mobility, InfoGenesis gives us the ability to enhance the guest experience across a number of customer touch points. For instance, more and more guests want to order food and drinks right before their last hole out on the golf course so that it's ready in the cafe by the time they finish their round—with Agilysys as a partner we now have that capability available to our guests.”

- Larry Slonaker, chief information officer at Crystal Springs Resort Properties.

Crystal Springs Resort is an acclaimed four-season resort destination in the New York Metro. Located in the rolling farmland of New Jersey, the resort is just an hour's drive from New York City. Crystal Springs Resort's 4,000+ acre getaway is a playground for all ages.

AGILYSYS SOLUTIONS SELECTED

- Agilysys InfoGenesis® POS
- Agilysys Pay

ABOUT OUR SOLUTIONS:



The award-winning point-of-sale solution that's designed to help businesses serve their guests more effectively. Agilysys InfoGenesis® POS boasts an intuitive touchscreen interface with extensive reporting and analytics that enable operators to control costs and streamline operations. With rapid deployment and centralized configuration, businesses can quickly leverage next-generation point-of-sale to transform the guest service experience. Switch seamlessly between terminals and tablets to maximize server efficiency.



A secure payment processing solution that provides access to validated P2PE, EMV payment gateways. Agilysys Pay brings efficiency with mobile-ready devices and chip-card acceptance. Comprehensive, next-generation payment security with every credit card transaction, addressing the payment processing needs of hospitality operations everywhere.

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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