



# CUSTOMER SPOTLIGHT: INTERCONTINENTAL CHICAGO MAGNIFICENT MILE

Landmark property selects Agilysys InfoGenesis POS, IG Flex and Agilysys Pay to improve the guest experience at its food and beverage venues which include the busiest Starbucks outlet in the US, as well as to upgrade its vendor support and realize increased opportunities for solution innovation.



Chicago is defined by superb architecture, and the InterContinental Chicago Hotel is a paragon. This opulent address opens its doors onto the Magnificent Mile. A legend since 1929, the building maintains the grandeur of the Roaring Twenties with historic design around every corner. Each guest room blends the distinct spirit of the city, the comforts of home, and the sophistication of an urban resort. A destination hotel, it embraces the contemporary traveler's tastes while paying homage to its rich history.

“ At the InterContinental - Chicago, we needed a new solution able to support the high service level standards we offer our guests in our high transaction volume environment. As we began our search for a new POS system that could enhance operations today as well as provide innovations for the future, it became clear that Agilysys InfoGenesis POS combined with Agilysys Pay were the solutions of choice. We have been impressed with the entire Agilysys support and services organization. ”

-- Supachoke Suwittanapunnadee, Director of IT

To support its mission to deliver world-class guest service, the InterContinental - Chicago Magnificent Mile needed the best POS in the industry. With their versatility and functionality, InfoGenesis POS and IG Flex will enable food and beverage operations at the property to function with the topmost efficiency, help deliver un-matched service throughout the guest journey and optimize F&B operations.

And while excitement is just steps from the bronze doorway of the InterContinental with popular Chicago landmarks, such as The Art Institute of Chicago, Millennium Park, the Riverwalk, and the Navy Pier, Agilysys InfoGenesis helps ensure that exceptional guest experiences are found within its walls as well.

AGILYSYS SOLUTIONS INSTALLED AT THE  
INTERCONTINENTAL CHICAGO HOTEL

- Agilysys InfoGenesis® POS
- IG Flex
- 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.



Industry-leading mobile tablets are designed to optimize revenue opportunities. IG Flex offers full point-of-sale functionality on a handheld tablet, providing an enhanced user and guest experience whether poolside, conference hall, night club, beach, spa or dining outlets. With powerful off-line performance, guests service is never compromised - even when connectivity is inconsistent.



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.

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## 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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