



CUSTOMER SPOTLIGHT: ODAWA CASINO RESORT

CASINO RESORT BOOSTS EFFICIENCY AND GUEST SERVICE WITH COMPREHENSIVE AGILYSYS SUITE

Odawa Casino Resort, located in Northern Michigan, is one of the state's premier visitor destinations. Following extensive renovations, they chose to implement Agilysys technology to strengthen operations across the property.

Odawa Casino Resort in Petoskey, Michigan, caters to both business and leisure travelers, with a Las Vegas style casino, several dining options, live entertainment venue and nearly 20,000 square feet of meeting and event space. Guests staying at Odawa Casino Resort can enjoy the premier entertainment venue, take a rest in the AAA 3 Diamond rated resort or explore all the offerings of Northern Michigan such as hiking, boating or fishing at the nearby Lake Michigan.



The 137-room property implemented Agilysys solutions after undergoing renovations and the property's executive team wanted state-of-the-art technology that not only would increase operational efficiency but also would enhance the guest experience.

"The Agilysys suite is a great fit for us, with software that addresses the entire guest lifecycle, including property management, point-of-sale and payment gateway solutions," said Eric McLester, General Manager at Odawa Casino Resort. "Agilysys Versa PMS will streamline our hotel operations from

arrival through departure, while InfoGenesis POS and Agilysys Pay will boost food, beverage and retail efficiency and reduce the risks associated with card acceptance. Agilysys has been a trusted adviser to tribal gaming properties for many years, and we look forward to a long and successful partnership."

The \$140 million Odawa Casino Resort property includes 137 guest rooms, 10 luxury suites, three restaurants, two bars, gift shop, nightclub and a 50,000 square-foot casino. Odawa Casino Resort is owned and operated by the Little Traverse Bay Bands of Odawa Indians.

AGILYSYS SOLUTIONS SELECTED

- Agilysys InfoGenesis® POS
- Agilysys Versa
- Agilysys Pay



ABOUT OUR SOLUTIONS:



Agilysys Versa PMS is a comprehensive and fully integrated property management system that offers a wide range of features and functionality, including front office operations, guest history, housekeeping, reservations management and more. Its user-friendly screens are laid out in a logical and understandable format with quick-feature icons and drag-and-drop capabilities. The software, which runs on a Microsoft® SQL Server® database, has modules for accounting, activities, club management, comp accounting, condo accounting, guest marketing, sales and catering and spa management.



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.



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 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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