



## CUSTOMER SPOTLIGHT: QUINAULT BEACH RESORT AND CASINO

EXQUISITE BEACH RESORT PARTNERS WITH AGILYSYS TO  
STREAMLINE OPERATIONS WITH CLOUD-BASED POS

The Quinault Beach Resort and Casino is located in Ocean Shores, Washington, a city known for its extraordinary natural beauty with a long Pacific beach and Ocean City State Park.

An intimate getaway, this beach resort features several luxurious room packages, spa services and an indoor pool. Guests can enjoy a meal at any of the three restaurants on-site, visit the casino or attend one of the many events in the resort's conference center. The hotel has 158 rooms and offers free valet parking as well as a free shuttle to let guests explore the area. The Quinault Beach Resort and Casino is owned and operated by the Quinault Indian Nation, which is comprised of over 2800 members.



Located in a remote coastal resort area of the Pacific Northwest, Quinault struggles to find local IT staff and as a result, they looked to a cloud-based POS to reduce costs and ease staffing issues. The management team ultimately decided to update its antiquated point-of-sale system and partner with Agilysys to run Agilysys InfoGenesis® POS at the property.

“We have a real labor challenge in our area,” explains Dean Rubin, Executive Director of Hospitality. “I wanted minimal amount of IT management involved with monitoring the system so that they would be free to focus on other equipment in other

areas of the resort. Not having to maintain the system onsite has saved us quite a bit of money.”

Agilysys InfoGenesis is running at several food and beverage outlets at the resort, and being cloud-based, the system can now be maintained by a more cost-effective, outside contractor. Additionally, not having a property-based system take up space means that the resort has more room to add equipment, slot machines, and square-footage to its restaurants.

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### AGILYSYS SOLUTIONS SELECTED

- Agilysys InfoGenesis® POS



## ABOUT OUR SOLUTIONS:



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.

## 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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