Third Party Processors for Agilysys NV LLC ("Agilysys") and Agilysys Affiliates

The following lists provide information related to the third-party processors and Agilysys corporate affiliates that may have access to Customer Data. Customer Data means any data processed by Agilysys SaaS products in order to perform the Services described in the Universal Agreement.

Sub-Processor	Location	Services	Services Performed
3d Event Diagram	United States	Agilysys Sales & Catering	Function room designer
84Codes	European Economic Area; United States	Agilysys IG Kiosk Agilysys Stay OnDemand	Asynchronous message bus for high-scale systems
Acuant	Canada; Macau; Philippines; Singapore; United States	DataMagine	Document scanning
Agilysys Technologies India Private Limited	India	Troubleshooting	Customer requested troubleshooting (view only)
Amazon Web Services	Canada, China, European Economic Area Japan, Singapore, United States	Book4Time	Storage
Apex Food Locker	United States	Agilysys IG Kiosk OnDemand	Food Lockers
Aspose	United States	Agilysys Sales & Catering	HTML to Word, PDF file conversion
Blue Light	Saudi Arabia	Agilysys Versa	Fiscalization
Chilkat	United States	DataMagine	Processing the emails in email boxes. Compression and Blowfish Encryption.
Cloudmailin	Asia, Australia; Canada; United Kingdom; United States	Agilysys Reserve	Email replies from guest
Data Express	Mexico	Agilysys Golf Agilysys Spa Agilysys Versa	Fiscalization
Dynatrace	European Economic Area; Japan; United States	Agilysys Digital Marketing Agilysys IG Kiosk OnDemand	Alert Monitoring and Logging
EDI	United States	Stratten Warren System (SWS)	Bid pricing
Elasticsearch	European Economic Area; United States	Agilysys Stay	Log and in-application searching

EvoPDF	European Economic Area	DataMagine	HTML to PDF file conversion
DemandForce	United States	Book4Time	Marketing
Deutsche Fiskal	European Economic Area	Book4Time	Fiscalization module for Germany and Italy
EFSTA	European Economic Area	Book4Time	Fiscalization for France, Hungary, Portugal and Spain
Fast Report	Asia; European Economic Area; United States	Agilysys Eatec InfoGenesis	Reporting
Fiscal Solutions	European Economic Area	Book4Time	Fiscalization module for Germany and Italy
FreedomPay	Canada; Mexico; United Kingdom; United States	Agilysys Pay Agilysys Reserve Book4Time	Payment gateway
FullStory	European Economic Area; United Kingdom; United States	Agilysys Eatec Agilysys Golf Agilysys Reserve (Seat and Activities) Agilysys Sales & Catering Agilysys Spa Agilysys Stay Agilysys Versa	Browser monitoring
Google	Chile; European Economic Area; Singapore; Taiwan; United States	Agilysys Golf Agilysys Reserve (Seat and Activities) Agilysys Sales & Catering Agilysys Spa Agilysys Versa OnDemand	Analytics
Google Captcha	Australia; European Economic Area; New Zealand; United Kingdom; United States	Agilysys Pay Book4Time	iFrame services
Hangfire	Asia; European Economic Area; United States	Agilysys Reserve (Seat and Activities)	Job Scheduling
IBM	United States	Lodging Management System (LMS) SWS	Storage
IDSCAN	Canada; Macau; Philippines; Singapore; United States	DataMagine	Document scanning
Jaspersoft	United States	Agilysys Golf Agilysys Sales & Catering Agilysys Spa	Reporting

		Agilysys Versa	
JSCAPE / Redwood	Canada; United States	InfoGenesis	SFTP Solution
Kakao Chat	United States	Agilysys Versa OnDemand	SMS Messaging
Leadtools	Canada; Laos; Macau; Philippines; Singapore; United Kingdom; United States	Agilysys eForms DataMagine	OCR scanning or barcode processing. Document viewing, annotation, emailing, and printing.
Locize	European Economic Area	OnDemand	Language translation services
Logicalis	United States	LMS SWS	Storage
Microsoft Azure	Australia; China; European Economic Area; Singapore; United States	Agilysys Digital Marketing Agilysys Eatec Agilysys eForms Agilysys Golf Agilysys IG Kiosk Agilysys Pay Agilysys Reserve Agilysys Sales & Catering Agilysys Service Agilysys Spa Agilysys Stay Agilysys Versa InfoGenesis OnDemand	Storage/Kubernetes
Microsoft SQL Server	Australia; Canada; European Economic Area; Laos; Macau; Philippines; Singapore; United Kingdom; United States	Agilysys Authorize Agilysys Eatec Agilysys eForms Agilysys eCash Agilysys Gift Card Agilysys Golf Agilysys Loyalty Agilysys Membership Agilysys Reserve Agilysys Sales & Catering Agilysys Service Agilysys Spa Agilysys Versa Book4Time DataMagine InfoGenesis Visual One	Index storage/Transactional Database

Mongo	European Economic Area; United Kingdom; United States	Agilysys Digital Marketing Agilysys IG Kiosk Agilysys Stay OnDemand	Transactional database
Nexmo	European Economic Area; United Kingdom; United States	Agilysys IG Kiosk OnDemand	SMS messaging
Netsuite	Australia; Canada; European Economic Area; Japan; United Kingdom; United States	Agilysys Reserve (Seat and Activities)	Billing to Customer
NewRelic	United States	Book4Time	System monitoring and logging
Obfuscator	Asia; Canada; European Economic Area; United States	InfoGenesis	Code obfuscation
Plivo	United States	Book4Time	SMS messaging
Protel	Turkey	Book4Time	Fiscalization module for Turkey
Rackspace	United Kingdom	Book4Time	Storage
SalesForce	United States	Relationship management	Customer relationship management
Sendgrid	Australia; Canada; European Economic Area; United States	Agilysys Eatec Agilysys eCash Agilysys eForms Agilysys Digital Marketing Agilysys Gift Card Agilysys Golf Agilysys IG Kiosk Agilysys Loyalty Agilysys Membership Agilysys Reserve (Seat and Activities) Agilysys Stay Agilysys Versa Book4Time InfoGenesis OnDemand	E-Mail messaging
Taxilla	Saudi Arabia	Agilysys Versa	Fiscalization
Twilio	Australia; Canada; European Economic Area; United States	Agilysys Digital Marketing Agilysys eCash Agilysys Gift Card Agilysys Golf Agilysys Loyalty Agilysys Membership	SMS messaging

		Agilysys Reserve (Seat and Activities) Agilysys Service Agilysys Stay Agilysys Versa Book4Time InfoGenesis LMS OnDemand	
VeryPDF	United States	DataMagine	Text-PDF file conversion
Vonage	Australia; European Economic Area; Singapore; United States	Agilysys Digital Marketing Agilysys eCash Agilysys Gift Card Agilysys Golf Agilysys Loyalty Agilysys Membership Agilysys Reserve (Seat and Activities) Agilysys Service Agilysys Stay Agilysys Versa InfoGenesis LMS OnDemand	SMS messaging

Payment gateways supported with Agilysys Pay

Gateway	Region /Country
3C/Planet	Canada; Europe
Adyen	Asia; Europe; US
Celopay	Global
Cybersource	Asia
Datacap	US
Eigen	Canada
Elavon	Canada; US
Emirates National Bank of Dubai (ENBD)	United Arab Emirates
FreedomPay	Canada; Mexico; UK; US
Innowi	US
KICC	Korea
Linkly	Australia
Nepting	France
Shift4	Canada, US
Stripe	Asia, US
Tyro	Australia
Windcave	New Zealand
WorldPay	US

WorldPay IPC2	UK
WorldPay IPS	UK

Gift card vendors supported with Agilysys Pay

All gift card vendors are in the US region:

Aces
Card Dog
EGiftify
Everi
Givex
IGT
Shitf4
SVS
Vantiv
KOIN

Agilysys Corporate Affiliates:

Agilysys, Inc.
Agilysys UK Ltd.
Agilysys HK Limited
Agilysys Hospitality Solutions (Shanghai) Co., Ltd.
Agilysys Technologies India Private Limited
Agilysys Malaysia
Agilysys Philippines, Inc.
Agilysys Singapore Pte. Ltd.
Agilysys MC Limited
Agilysys Australia Pty Ltd
Agilysys Canada, Inc.
ResortSuite, Inc.
Agilysys Solutions LLC-FZ
Book4Time

Notes:

Current as of April 2025. This document is subject to change at any time.