agilysys

High **Return** Hospitality™

The University of Houston Introduces One-Tap Payment Options to Elevate Customer and Staff Experience Across Its Four-Campus Footprint

Atrium Campus and Agilysys selected to deliver High Return Hospitality through improved campus dining card and retail point-of-sale (POS) interactions

Executive Summary

The University of Houston (UH) wanted to update its campus card management and POS solutions in its dining halls, major quick-service restaurants (QSRs) and select campus retail facilities to increase efficiency for customers, including students, faculty and staff. After implementing the Atrium campus card and Agilysys InfoGenesis® POS and InfoGenesis® Flex (mobile tablet software) platforms, students, faculty and staff were delighted with how easy it was to manage their cards and check out with fast, one-tap payment options.

Feature-rich POS system **keeps transactions flowing smoothly**

Ability to **serve customers more effectively and profitably**

Improved speed of service for High Return Hospitality

UNIVERSITY OF HOUSTON

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66 We selected Atrium and Agilysys because we needed a more modern solution and a partner to grow with us as we consider other future-forward applications like mobile credentials, mobile ordering and self-serve kiosks. Both companies help us run our hospitality, food and beverage and retail operations on our campuses more efficiently and effectively, which delights our staff and customers and helps us gain healthier margins 99

Esmeralda Valdez, executive director of University Services

Challenges

1. Insufficient card-POS functionality – Current solutions were unable to meet elevated student, faculty and staff expectations.

2. Lack of growth potential – Management wanted the ability to add other applications to meet future needs as technology progresses.

3. Lack of mobility – Campus needed better POS solutions that could leverage LTE signal where Wi-Fi is unavailable to accommodate pop-up and/or special events.

The Goals

The University of Houston leadership team saw the need to improve campus card functionality and efficiency at the POS, particularly during high-volume times. They wanted a solution that integrated with back-office and other technology and the potential to easily add new applications when the need arises.

The Results

Coupled with Atrium's campus card, Agilysys provided modern fixed and mobile solutions that helped improved management of the UH campuses in Houston (main and downtown), Victoria and Clear Lake to better serve students, faculty and staff. Whether in dining halls, QSRs or places like the Performing Arts Center, the solution helps the university improve overall customer and staff experience.

✓ **Better Service** – Improved food and beverage efficiency helps provide seamless customer service.

✓ **Real-time Visibility** – Straightforward integration with campus cards and other technology provides management with valuable data and actionable insights.

✓ **Extended Reach** – Mobile POS solutions provide staff with flexibility to serve customers, regardless of campus venue.

✓ **Future-Ready** – When UH is ready for new applications, these platforms can be easily integrated with the campus card-POS solution.

✓ **Improved Experience** – Updated solution allows for speedier customer-staff interactions leading to High Return Hospitality.

ABOUT ATRIUM

Atrium Campus provides campus card management solutions reimagined for the mobile generation for higher education, senior living, corporate and government markets. The Atrium cloud solution encompasses closed-loop payments, meal plans, declining balance, activities, physical access rights, mobile credentials, identity management and more. Learn more about Atrium at https://www.atriumcampus.com.

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 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 combined in Hospitality Solution Studios™ tailored to specific hospitality settings and business needs. www.agilysys.com

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