



CUSTOMER SPOTLIGHT:

## PORTLANDER INN LOCAL PORTLAND INN CHOOSES AGILYSYS SUITE TO STRENGTHEN GUEST CONNECTIONS



Located near many area attractions such as the Expo Center and International Raceway, the Portlander Inn is the ideal cozy Northwest lodge for guests looking to experience the city.



Guests visiting the Portlander Inn will be able to experience the area in full, with the inn's convenient location combined with their free shuttles to both the airport and various destinations around the city. The property also features a 24-hour restaurant, fitness facilities, a cinema and Ponderosa Lounge, Portland's Original Country Western Bar. When looking for new property management technology, the executive team at Portlander Inn wanted an innovative solution that would help them better understand guest needs and ensure a superior guest experience at their property. They selected the Agilysys solutions based on ease of implementation, guest-centric functionality and ability to drive competitive advantage.

“ We looked at a number of property management and payment gateway solutions, and Agilysys Stay and Agilysys Pay really stood out from the rest, Agilysys Stay is a truly innovative property management system that will help us connect more closely with our guests. Also, both Agilysys Stay and Agilysys Pay are easy to deploy and offer intuitive training. We look forward to using the Agilysys suite to build our business, maximize profitability and offer more personalized guest service.”

-- Michelle Caruso, General Manager at Portlander Inn.

With the Agilysys suite the Portlander Inn will have technology that can address the entire guest lifecycle and offer visibility into all aspects of operational performance. Meanwhile, the property will have a payment gateway that secures guests' financial data and reduces the risks associated with credit card acceptance.

AGILYSYS SOLUTIONS INSTALLED AT  
PORTLANDER INN

- Agilysys Stay
- Agilysys Pay



## ABOUT OUR SOLUTIONS:



Agilysys Stay is a groundbreaking cloud-based property management system built on the Agilysys hospitality technology platform. The guest-centric, standards-based PMS relies on the Agilysys open platform to enable rich integration with applications delivered from Agilysys, its partners and customers. It offers business-driven outcomes, helping properties increase revenue, reduce operating costs and strengthen guest connections. With integrated analytics, Agilysys Stay also delivers real-time management information so that hotels can accurately forecast demand and scale services accordingly.



Agilysys Pay enables complete and secure payment processing. It leverages one of the few payment offerings that includes: validated Point-to-Point Encryption (P2PE), while drastically reducing annual PCI audit costs; robust tokenization, 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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