

Agilysys...

GUEST EXPERIENCE MANAGEMENT INFRASTRUCTURE STUDY



301 people



184 properties

participated in our

GEM INFRASTRUCTURE SURVEY

29

Accounting/Finance

3

Catering/Events

38

Food & Beverage

61

Guest Services

142

Hotel Operations

17

Human Resources

8

IT

3

Marketing

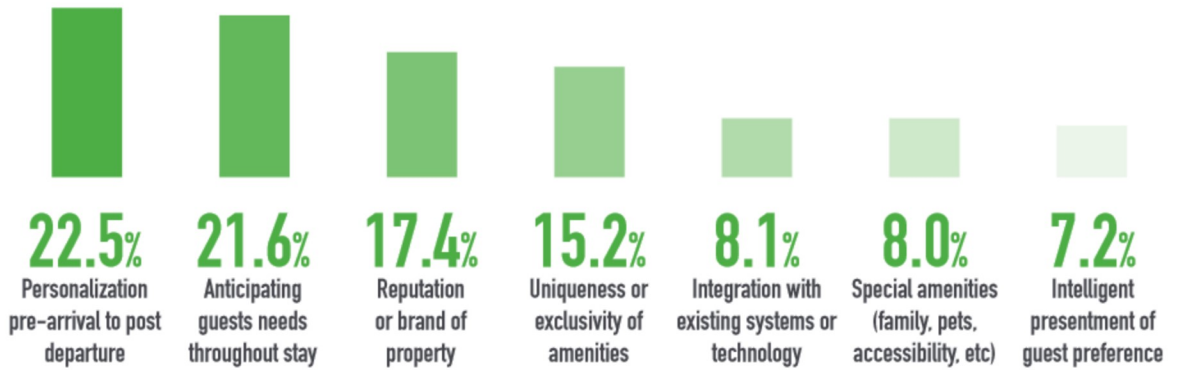
STUDY OBJECTIVE:

Providing exceptional guest experiences requires a balance between adding new technologies and using existing infrastructure. This study will capture the key priorities related to Guest Experience Management technology and provide a comparative view across several types of properties.

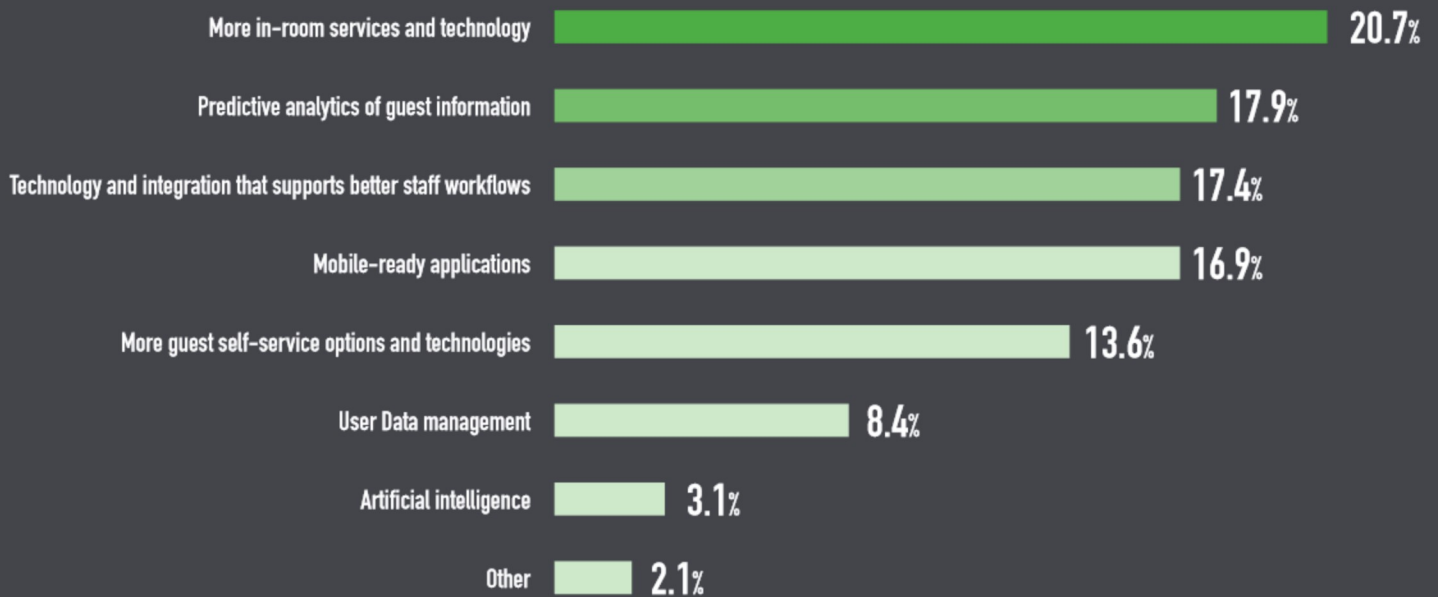
SUMMARY DATA PRESENTED:

This summary report includes the results of all survey 7 questions across all respondents.

1 What do you believe will be the guest experience attributes that set your property apart over the next 12 months?



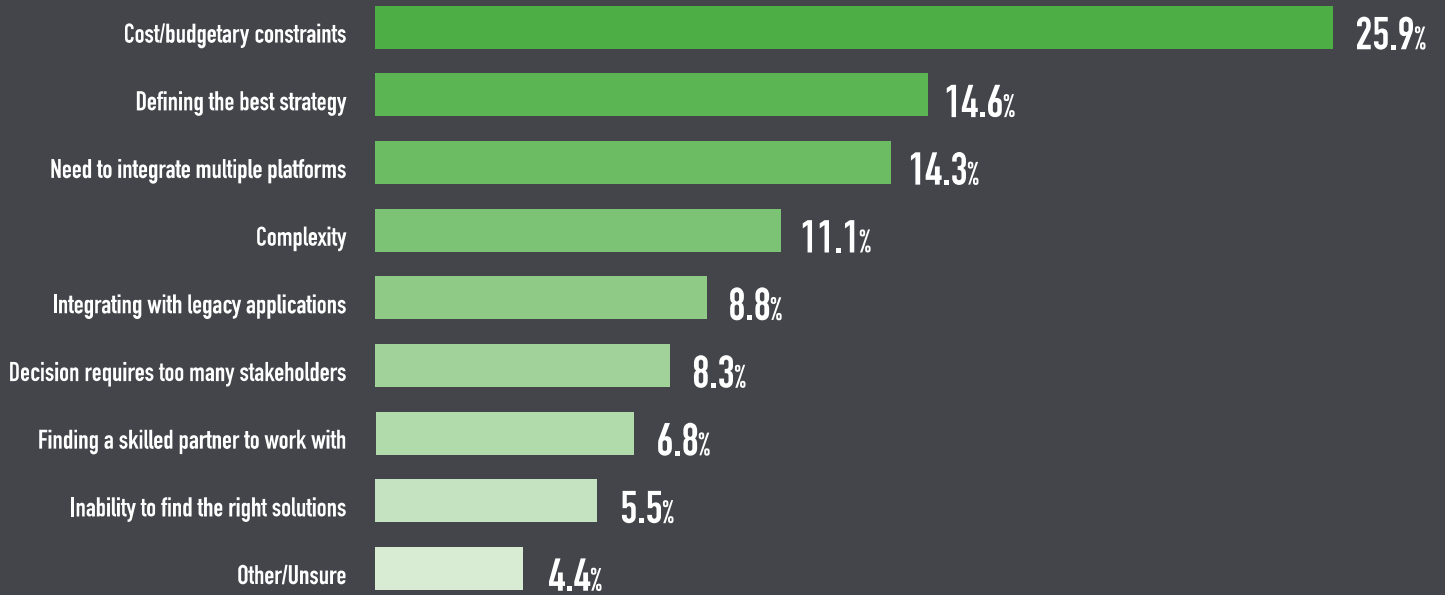
2 When looking into the new year, which of the following capabilities related to your guest experience are most CRITICAL to competitiveness for your property?



3 And how would you characterize your property's information infrastructure in terms of its ability to deliver the capabilities you indicated above as critical?



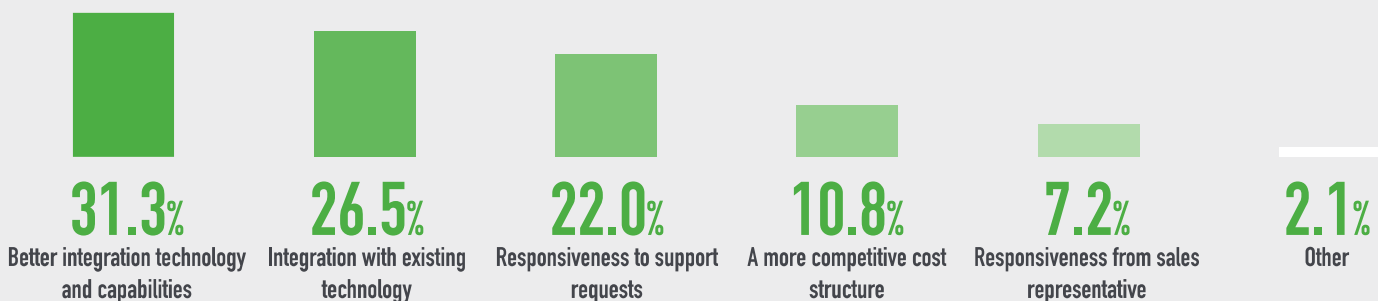
4 What are the greatest challenges to improving your property's guest experience management infrastructure?



5 If you could design your own property management system (PMS) what would be the single MOST IMPORTANT attribute that tops your list of priorities?



6 In what specific area would you most like to see improved with your current hospitality technology provider?



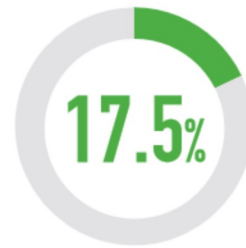
7 Which if any of the following best characterize your property's strategic goals for its technology investments over the next 12 months?



Need to integrate multiple platforms



Improving digital customer engagement



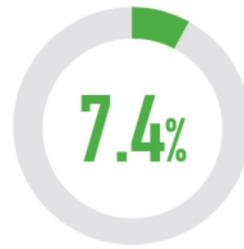
Cost optimization through better management/analytics



Enabling greater personalization



Enhancing data and/or payment security



Improving physical security



None/Unsure



ABOUT AGILYSYS

Agilysys has been a leader in hospitality software for more than 40 years, delivering innovative guest-centric technology solutions for gaming, hotels, resorts and cruise, corporate foodservice management, restaurants, universities, stadia and healthcare. Agilysys offers the most comprehensive software solutions in the industry, including point-of-sale (POS), property management (PMS), inventory and procurement, payments, and related applications, to manage the entire guest journey. Agilysys is known for its leadership in hospitality, its broad product offerings and its customer-centric service. Some of the largest hospitality companies around the world use Agilysys solutions to help improve guest loyalty, drive revenue growth and increase operational efficiencies. Agilysys operates across North America, Europe, Asia-Pacific, and India with headquarters located in Alpharetta, GA. For more information visit Agilysys.com.

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