



CUSTOMER SPOTLIGHT:  
**GRAND CASINO MILLE  
LACS & GRAND  
CASINO HINCKLEY**

**TRIBAL GAMING PROPERTIES CHOOSING AGILYSYS  
POINT-OF-SALE AND PAYMENT SERVICES**

Grand Casino Mille Lacs and Grand Casino Hinckley, both located in east central Minnesota, feature more than 1,000 guest rooms and nine restaurants combined.



Grand Casino Mille Lacs and Grand Casino Hinckley are two of Minnesota's premiere entertainment facilities. Grand Casino Mille Lacs features a 494-room hotel, four restaurants, fitness center, convention facility and several retail shopping outlets. Grand Casino Hinckley is among the largest casino hotels in the state, with 563 guest rooms, five restaurants, fitness center, spa and golf course.

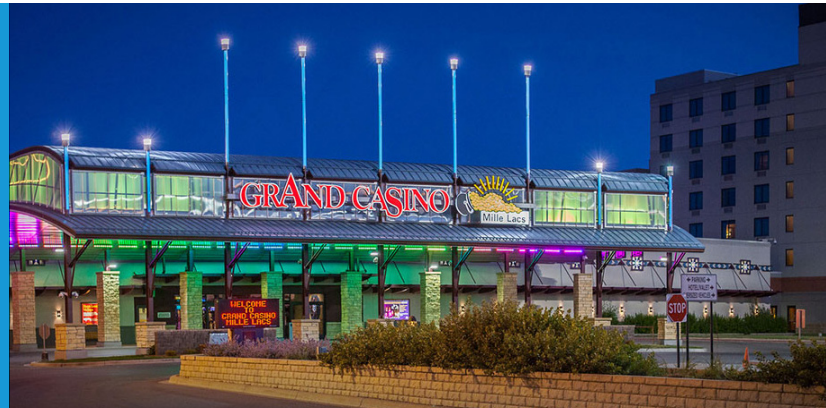
The two Grand Casino properties needed integrated point-of-sale and payment gateway solutions that would optimize food, beverage and retail service, while securing sensitive cardholder data. Agilysys systems met the management team's criteria, with advanced features and functionality that boost efficiency while reducing the risks associated with credit card acceptance. Being longtime users of the Agilysys LMS® property management system, the properties selected a suite of Agilysys solutions to streamline operations and enhance guest service. We needed state-of-the-art technology that would strengthen our entire food and beverage operation, and the Agilysys solutions met all our criteria," said Mark Quealy, Point-of-Sale Food Systems Manager at Grand America Hotels and Resorts.

“We insisted on state-of-the-art technology for our new point-of-sale and payment gateway solutions,” said Timothy Johnson, Director of Information Technology for Grand Casino Mille Lacs and Grand Casino Hinckley. “Agilysys offered everything we were looking for, with mobile and fixed POS systems that will streamline our food, beverage and retail operations, along with a robust payment gateway solution. We especially appreciate the tight integration between the systems and we are confident the technology will help us boost efficiency and deliver exceptional guest service.”

Grand Casino Mille Lacs and Grand Casino Hinckley are both owned and operated by the Mille Lacs Band of Ojibwe, a sovereign, federally recognized Indian tribe with more than 4,500 members.

AGILYSYS SOLUTIONS INSTALLED AT THE GRAND CASINO MILLE LACS

- Agilysys InfoGenesis® POS
- Agilysys Pay
- IG Flex



## ABOUT OUR SOLUTIONS:



The award-winning point-of-sale solution that's designed to help businesses serve their guests more effectively. Agilysys InfoGenesis® POS boasts an intuitive touchscreen interface with extensive reporting and analytics that enable operators to control costs and streamline operations. With rapid deployment and centralized configuration, businesses can quickly leverage next-generation point-of-sale to transform the guest service experience. Switch seamlessly between terminals and tablets to maximize server efficiency.



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.



Industry-leading mobile tablets are designed to optimize revenue opportunities. IG Flex offers full point-of-sale functionality on a handheld tablet, providing an enhanced user and guest experience whether poolside, conference hall, night club, beach, spa or dining outlets. With powerful off-line performance, guests service is never compromised - even when connectivity is inconsistent.

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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.

### LEARN MORE ABOUT AGILYSYS SOLUTIONS

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