agilysys

CUSTOMER SPOTLIGHT:
KEWADIN CASINOS
KEWADIN CASINOS KEEPS FOOD & BEVERAGE ORDERS FLOWING WITH CONTACTLESS GUEST SELF-SERVICE FROM AGILYSYS

Kewadin Casinos has expanded its existing relationship with Agilysys with the addition of its innovative new contactless food and beverage ordering solution, IG OnDemand, within its properties.

Kewadin Casinos are a set of casinos located in the US state of Michigan. Owned by the federally recognized Sault Tribe of Chippewa Indians, the properties offer live entertainment, gaming, promotions and events with each location providing a uniquely entertaining experience for guests.

A longtime user of Agilysys' award-winning Agilysys InfoGenesis® POS, Agilysys Versa PMS, Agilysys DataMagine™ and Agilysys Eatec® inventory and procurement solutions, Kewadin looked to Agilysys to solve their guest self-service ordering challenge. Agilysys is helping Kewadin enable patrons to "take care of themselves and each other" to get ahead of the impacts of COVID-19 by embracing the use of personal devices across their properties while keeping the F&B orders flowing to build revenue and optimize operations. With IG OnDemand, Kewadin is able to offer a contactless guest experience in their quest to continuously strive for exemplarily service at Kewadin Casinos.

> **" When searching for a way to enable a contactless guest experience, we once again chose Agilysys as our partner in order to increase operational efficiency and enhance guest service across our properties. In addition, we look forward to expanding our use of IG OnDemand to replace our existing room service process and eventually enable machine-side dining for players. "**

AGILYSYS SOLUTIONS INSTALLED AT THE KEWADIN CASINOS

- Agilysys InfoGenesis
- IG OnDemand
- Agilysys Versa®
- Agilysys Eatec®
- Agilysys DataMagine™

ABOUT OUR SOLUTIONS:

InfoGenesis — 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.

IG OnDemand — IG OnDemand is a contactless self-service F&B ordering solution that offers an intuitive guest-facing order and pay experience. IG OnDemand allows guests to place and pay for orders using their own device - phone, tablet, laptop - making the ordering process easier and freeing up staff to spend more time with guests. The result is dramatically increased revenue opportunities and more chances to enhance guest service.

Versa — Agilysys Versa is a comprehensive and fully integrated property management system that offers a wide range of features and functionality, including front office operations, guest history, housekeeping, reservations management and more. Its user-friendly screens are laid out in a logical and understandable format with quick-feature icons and drag-and-drop capabilities. The software, which runs on a Microsoft® SQL Server® database, has modules for accounting, activities, club management, comp accounting, condo accounting, guest marketing, sales and catering and spa management.

Eatec — Best-in-class menu item forecasting, demand planning, inventory management and procurement for every size operation. Whether you operate an individual shop, a group of restaurants, or a complex multi-property enterprise, there is an Agilysys Eatec® solution for you. Construct the exact set of software features you need leveraging this solution's modular structure. Plan, develop and maintain a purchasing cycle that's optimized for your business with real-time, accurate data that results in better bottom line performance.

DataMagine — Agilysys DataMagine™ is a document management solution that transforms paper records into electronic images. The software's U.S. patented imaging module integrates seamlessly with business applications, resulting in a fast implementation and return on investment.

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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agilysys High **Return** Hospitality™