agilysys

CUSTOMER SPOTLIGHT:
SAYBROOK POINT INN, MARINA & SPA

CHARMING COASTAL PROPERTY IN HISTORIC SURROUNDINGS SELECTS AGILYSYS SOLUTIONS TO INCREASE FLEXIBILITY AND IMPROVE PERSONAL GUEST SERVICES

Having won several awards for the modern and energy-saving technology on their property, the Saybrook Point Inn has been an early adopter of new technology advances for decades. The inn keeps environmental impacts to a minimum while delighting guests with personal guest services using state-of-the-art technology solutions.

The Saybrook Point Inn is located where the CT River meets Long Island Sound, in Old Saybrook, CT, which is also the birthplace of Yale University, giving guests a fascinating history to discover. Today, the property has a modern feel with luxury amenities including Sanno Spa with 11 treatment rooms, the Health Club featuring steam room, sauna and both indoor as well as outdoor saline pools heated year-round; plus, an onsite Marina, fire pits, outdoor dining and bar, and a variety of live summer music. The management team at Saybrook Point values efficient service and a quality guest experience whether serving outdoors or inside. The easy-to-use terminal and tablet touchscreen applications and industry-leading offline capabilities that come with Agilysys InfoGenesis were chosen to serve guests at the Marina Bar and poolside; Combined with the payment gateway, Agilysys Pay, this ensures a fast and smooth workflow, seamless ordering and payments security while allowing near-immediate transmission of food and drink orders to the kitchen and bar printers from everywhere on the property, saving countless steps and valuable service time.

Saybrook Point also features a Fresh Salt dining room and lounge. Using Agilysys Reserve as their table management system, the servers can use a fixed terminal or a mobile tablet and greet guests while easily moving around the restaurant and updating table status. The property's main inn boasts 81 rooms and suites, plus 14 stunning guest houses steps away, and 7 furnished Vacation Villas. A truly unique Lighthouse Suite directly overlooks the CT River and rounds out this New England r epertoire. To manage front office operations, guest history, housekeeping, reservations and many other operational aspects, the management team chose Agilysys Versa PMS. The powerful property management system allows the staff to focus its efforts on meeting guest needs and providing exceptional service.

> My mantra is 'High Tech to be High-Touch', by using technology to improve personal guest services, and the Agilysys solutions help me accomplish that," said John Lombardo, General Manager at Saybrook Point Inn. "Using Versa PMS we can manage and coordinate housekeeping and front office operations seamlessly, and limit intrusive radio communication. The Agilysys InfoGenesis POS system combined with Agilysys Pay and Agilysys Reserve lets my staff deliver a fast and smooth service to customers anywhere on the property while allowing us to streamline efficiency, increase revenue opportunities and offer a more personalized guest experience.

AGILYSYS SOLUTIONS INSTALLED AT THE SAYBROOK POINT INN

- Agilysys InfoGenenesis POS
- IG Flex
- Agilysys Reserve
- Agilysys Pay
- Agilysys Versa

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 Flex

Industry-leading mobile point-of-sale tablets designed to optimize revenue opportunities. Agilysys InfoGenesis® Flex offers full point-of-sale functionality on a handheld tablet, providing an enhanced user and guest experience whether poolside, on casino floors, convention halls, lounges, beach, spa or dining outlets. With powerful off-line performance, guests service is never compromised - even when connectivity is inconsistent.

Reserve

Agilysys Reserve is the restaurant reservation, table and wait list management solution designed to streamline operations and enhances guest service. Agilysys Reserve provides diner details and preferences to the host and staff, allowing the restaurant to provide a highly customized experience. Interactive web reservations allows guests to select preferred dates, times, tables or sections.

Pay

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.

Versa

Agilysys Versa PMS 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 interface is laid out in a logical and understandable format with quick-feature icons and drag-and-drop capabilities. The Versa suite of products features applications for accounting, activities, club management, comp accounting, condo accounting, guest marketing, sales and catering and spa management.

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

EMAIL: SALES@AGILYSYS.COM
PHONE: 877 369 6208
WEB: WWW.AGILYSYS.COM

agilysys High **Return** Hospitality™