

Looking for Return on Experience™ for Guests and Staff, Saratoga Casino Holdings LLC Implements Agilysys' Award-Winning POS at its Third Property, Magnolia Bluffs Casino Hotel

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Family-owned and operated casino and hotel understands the need to expand beyond gaming to provide guests with exceptional, end-to-end service

ALPHARETTA, Ga.--(BUSINESS WIRE)-- Saratoga Casino Holdings LLC has implemented Agilysys' award-winning point-of-sale (POS) solution at two of its casino sites (Saratoga Casino Hotel in Saratoga Springs, NY and Saratoga Casino in Black Hawk, CO) and is expanding its footprint of the feature-rich system that enables staff members to deliver High Return Hospitality™.

Saratoga Casino Holdings extended its reach by acquiring the 140-room **Magnolia Bluffs Casino Hotel** in Natchez, Miss., and rolled out the Agilysys POS solution, bringing seamless efficiency to the property. **Agilysys, Inc.** (NASDAQ: AGYS) is a leading global provider of modern-day SaaS and on-premises hospitality software solutions and services.

While gaming is the lifeblood of casinos, properties like Magnolia Bluffs are realizing they must provide an end-to-end patron experience to make a lasting impact. A recent **Gaming Control Board report** shows food and beverage and other amenities accounted for nearly 70% of total revenue in 2022, up from its combined share of almost 60% recorded in 2021. Gaming is important, but so is the overall casino experience.

"Agilysys POS has the cutting-edge features required of a busy casino food & beverage operation along with a wide set of supported comprehensive integrations with various casino player tracking systems currently in use in the

gaming industry,” said Scott Bartgis, Corporate Director of Information Technology, Saratoga Casino Holdings, LLC. “This benefit allows our patrons to use accumulated casino loyalty points as a form of payment at food outlets through the POS system, increasing the quality of experience guests enjoy at our property.”

Agilysys worked alongside Magnolia Bluffs property management to ensure the Agilysys POS implementation was a success. The fast and seamless POS rollover enabled the staff to provide exceptional service to patrons across every touchpoint and create High Return Hospitality that encourages them to do more, spend more, leave stronger reviews and return to Magnolia Bluffs more often.

“Guests today have high demands for exceptional staff interactions and memorable experiences when visiting a property like Magnolia Bluffs Casino Hotel,” said Anoop Balakrishnan, VP Client Services, Agilysys. “Staff have high demands as well, like having next-generation hospitality solutions that are as easy to use as their smart device and enable them to provide better, faster, more efficient service. The leadership at Saratoga Casino Holdings LLC knows the technology they use could be a literal game-changer.”

About Magnolia Resorts Casino Hotel

Saratoga Casino Holdings LLC (SCH) owns and operates Saratoga Casino Hotel, in Saratoga Springs, NY; Saratoga Casino Black Hawk, located in the historic town of Black Hawk, CO; and Magnolia Bluffs Casino Hotel, situated along the Mississippi River in Natchez, Mississippi. Combined, SCH properties include approximately 175,000 square feet of casino gaming space with over 2,100 slot machines, table games, a poker room and two sportsbooks. SCH also offers multiple entertainment options including restaurants and bars, a harness track, two hotels, over 6,000 sq. ft. of meeting and event space, and a night club.

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 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 combined in Hospitality Solution Studios™ tailored to specific hospitality settings and business needs. www.agilysys.com

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