

# Agilysys...



Agilysys InfoGenesis™ POS, a Point-of-sale Solution

Subscription Service Offering

## Table Of Contents

PART 1: OVERVIEW.....	3
Choice of Service Levels.....	4
Data Center Infrastructure.....	5
Hosting Facility.....	5
Agilysys Owned and Managed Infrastructure.....	5
Backup & Disaster Recovery.....	5
Setup Overview.....	6
PART 2: SECURITY & COMPLIANCE OVERVIEW.....	7
Data Center Physical and Electronic Security.....	7
Industry Compliance.....	8
Why Comply with PCI Security Standards?.....	8
PA-DSS Certification.....	9
PCI-DSS Certification.....	9
SSAEType2Assessments.....	9
Secure Handling of Your Customers' Credit Card Information.....	10

## PART 1: OVERVIEW

Your mission-critical point of sale system has a lot to do with the efficiency of your operation and overall profitability. As a result, it's important to choose a system that is flexible enough to match your vision of how you want to operate, reliable enough to never get in the way of serving your guests and scalable enough to accommodate future growth. Agilysys InfoGenesis™ POS, a point-of-sale solution, combines powerful reporting and configuration capabilities in the back office with an easy to use, touchscreen POS terminal application that makes better service for frontline staff second nature.

The Agilysys InfoGenesis POS solution is available as a hosted application. The subscription service offering is tailored to those organizations that want an industry-leading POS solution but may not have the resources immediately available to invest in the additional staff or infrastructure associated with supporting it. Subscription service customers can focus on their core business competencies and let Agilysys attend to POS systems management.



## CHOICE OF SERVICE LEVELS

Subscription service customers can receive the following benefits from the base “System Health” service level:

- Server and software performance monitoring and health
- Full system backups
- System recovery
- Latest software and patch updates
- Executable configuration and maintenance
- Online technical support and online knowledge base
- 24x7 telephone technical support
- Access to customer account representatives and installation services

Subscription service customers may also choose the enhanced “Virtual Expert” service level, which includes all System Health services plus the following:

- Monthly call history reporting
- Remote Installation Services for new terminals, terminal peripheral devices, and application configuration
- Data entry services available Monday – Friday 6am – 6pm Pacific Time

Customers who choose the Virtual Expert service level often take advantage of Data Entry Services by asking the Virtual Expert staff to add and configure new menu items and screens. Unit managers do not have to learn the intricacies of the POS system to take advantage of them.



## DATA CENTER INFRASTRUCTURE

Agilysys InfoGenesis POS systems are hosted in a state-of-the-art data center in Las Vegas, NV.

### Our Hosting Facility

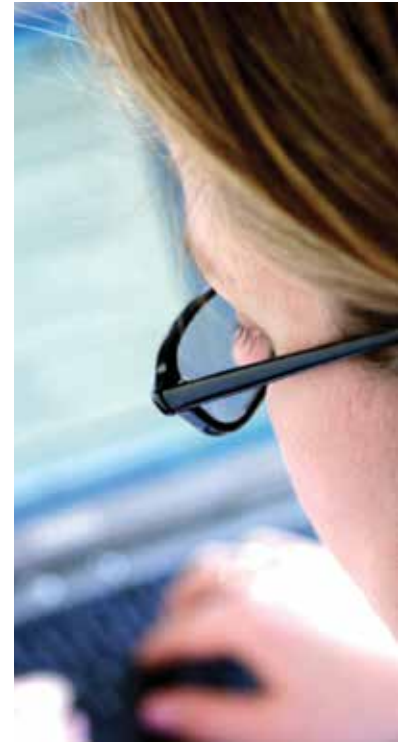
- 24x7 onsite armed security staff
- Continuous video surveillance
- Electricity supplied from multiple power grids
- Backup generators
- Fire suppression systems
- Redundant cooling systems
- Internet connections provided via multiple telecommunications providers
- Vehicle barriers

### Agilysys Owned and Managed Infrastructure

- Systems operate as guests within a VMware® high-availability infrastructure
- HP Blade Servers
- EMC CLARiiON fibre channel storage area network (SAN)
- Redundant Cisco switches and firewalls
- Around-the-clock automated systems monitoring
- Intrusion detection
- Virus detection

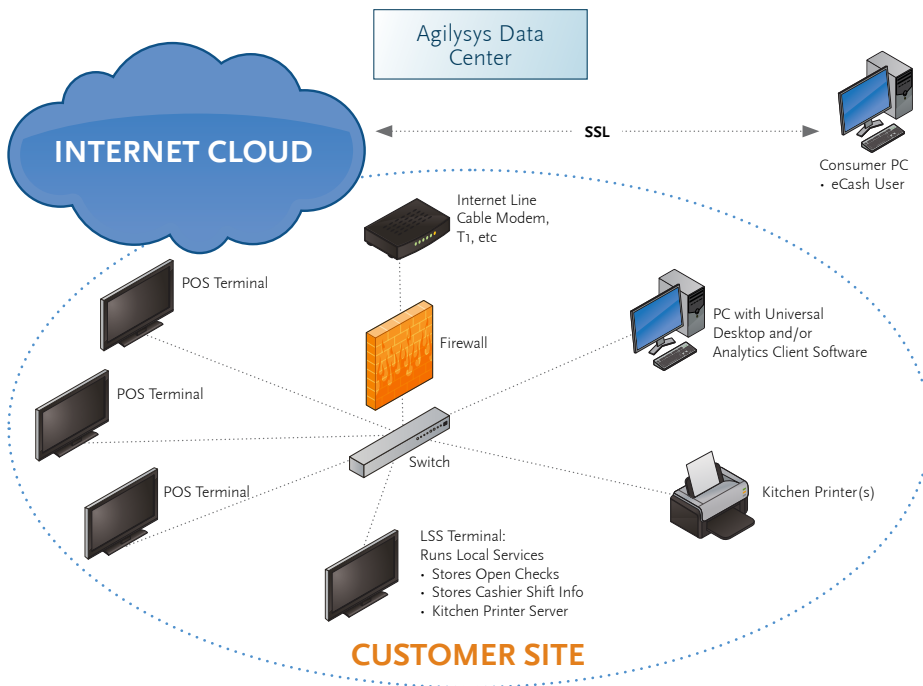
### Backup & Disaster Recovery

- In the event of a physical server failure, VMWare-based systems autoboot to standby server hardware
- No single point of failure for any hardware system (servers, storage, CPUs, memory, switches and firewalls)
- Nightly disk-to-disk-to-tape backup protocol
- Weekly offsite transport of backup tapes to a secure storage facility



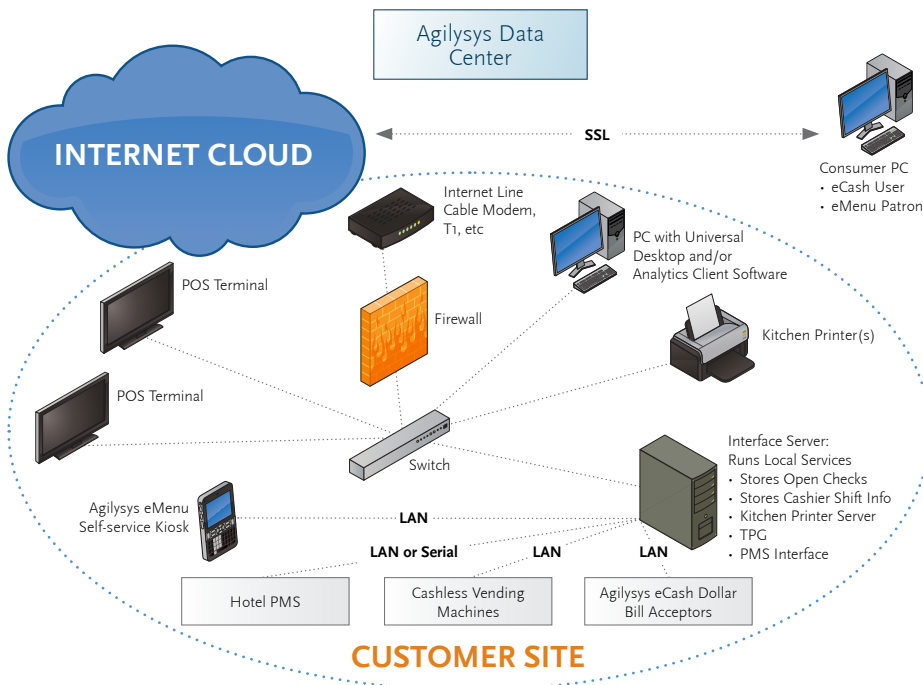
## SETUP OVERVIEW

For clarification, we typically have two types of customer setups: basic and complex.



### BASIC CUSTOMER SITE

- 1 to 15 POS terminals
- Terminals can share checks
- Optional kitchen printer



### COMPLEX CUSTOMER SITE

- 1 to hundreds of POS terminals
- Terminals can share checks
- Optional kitchen printer

Interface Server allows access to multiple 3rd party interfaces

- Hotel PMS channel
- Cashless vending
- Agilysys eCash dollar bill acceptor
- Agilysys eMenu self-service kiosk
- Agilysys eMenu internet ordering

## PART 2: SECURITY & COMPLIANCE OVERVIEW

The subscription service offering delivers POS functionality to your outlets from centralized servers at the Agilysys InfoGenesis data center over the Internet via industry standard encryption methods. The system was designed and implemented with security in mind, especially with regard to credit card data.

### DATA CENTER PHYSICAL AND ELECTRONIC SECURITY

Systems are hosted in a secure data center protected by multiple layers of physical security, including vehicle barriers, video surveillance and armed guards. The systems are protected from electronic threats through industry standard security procedures, including multiple Cisco firewalls, and monitored intrusion detection/prevention systems. Internal and external vulnerability scans are conducted monthly by a third party auditor and potential problems are fixed quickly. Operating systems and databases are hardened to Center for Internet Security standards.





## INDUSTRY COMPLIANCE

### Why Comply with Payment Card Industry (PCI) Security Standards?

Why should you, as a merchant, comply with the PCI Security Standards? At first glance, especially if you are a smaller organization, it may seem confusing as well as a lot of effort. However, not only is compliance becoming increasingly important, it may not be as complicated as you expected. Compliance with data security standards can bring major benefits to businesses of all sizes, while failure to comply can have serious and long-term negative consequences. The following are some reasons why.

- Compliance with the PaymentCard Industry Data Security Standard (PCI DSS) means that the regulatory authority for credit card point-of-sale systems has determined that your systems are secure and, therefore, your customers can trust you with their sensitive payment card information.
  - Trust means your customers have confidence in doing business with you.
  - Confident customers are more likely to be repeat customers and recommend you to others.
- Compliance improves your reputation with acquirers and payment brands — the partners you need in order to do business.
- Compliance is an ongoing process, not a one-time event. It helps prevent security breaches and theft of payment card data both today and into the future.
  - As data compromise becomes ever more sophisticated, it becomes ever more difficult for an individual merchant to stay ahead of the threats.
  - The PCI Security Standards Council is constantly working to monitor threats and improve the industry's means of dealing with them by enhancing PCI Security Standards and training security professionals.
  - When you stay compliant, you are part of the solution — a united, global response to fighting payment card data compromise.

However, if you are not compliant, the results could be disastrous:

- Compromised data negatively affects consumers, merchants and financial institutions.
- Just one incident can severely damage your reputation and your ability to conduct business effectively, far into the future.
- Account data breaches can lead to catastrophic loss of sales, relationships and standing in your community, as well as depressed share price if yours is a public company.

Possible negative consequences also include:

- Lawsuits
- Insurance claims
- Cancelled accounts
- Payment card issuer fines
- Government fines





## INDUSTRY COMPLIANCE

You've worked hard to build your business; make sure you safeguard your success by securing your customers' payment card data. Your customers depend on you to keep their information safe. Repay their trust through compliance with the PCI Data Security Standards.

### PA-DSS Validation

InfoGenesis POS has been validated to be compliant with the credit card industry's Payment Application Data Security Standard (PA-DSS). The PA-DSS standard establishes a set of security benchmarks to which a payment application must be written.

### PCI DSS Validation

Agilysys has attained and maintained its status as a PCI DSS Compliant Service Provider for its operations at the InfoGenesis data center. The PCI DSS is the credit card industry's benchmark for secure business practices and computer and network systems administration. As a Level 1 service provider, Agilysys must undergo a stringent and far-reaching PCI DSS assessment. This type of assessment requires a yearly onsite inspection, an annual external penetration test and quarterly vulnerability scans by a third-party auditor.

### SSAE No. 16 Type 2 Assessments

Agilysys also undergoes an annual Statement on Standards for Attestation Engagements, Number 16 (SSAE 16) assessment in order to ensure that our controls continue to meet our customers' high expectations. SSAE 16 is a widely recognized auditing standard developed by the Auditing Standards Board of the American Institute of Certified Public Accountants (AICPA). A service auditor's examination performed in accordance with SSAE 16 is widely recognized because it represents that an organization has been through an in-depth audit of their control objectives and activities, including controls over information technology and related processes. In today's global economy, service organizations or service providers must demonstrate that they have adequate controls and safeguards when they host or process data belonging to their customers. In addition, the requirements of Section 404 of the Sarbanes-Oxley Act of 2002 make SSAE 16 audit reports even more important to the process of reporting on the effectiveness of internal control over financial reporting.



## SECURE HANDLING OF YOUR CUSTOMERS' CREDIT CARD INFORMATION

Agilysys takes the security of your customers' credit card information extremely seriously. All Agilysys InfoGenesis POS subscription service systems encrypt credit card numbers from the point of collection at the POS terminal using industry-standard RSA encryption algorithms, and the data is kept encrypted both at rest and in transmission. All communications from customer sites to the data center are encrypted via 128-bit SSL, which means that credit card numbers transmitted over the Internet are encrypted twice. The POS system retains credit card information for the minimum practical duration required by business operations. Credit card tracking data is purged instantly upon settlement to the credit card processor on a check-by-check basis. System-generated reports will not reveal whole credit card numbers or expiration dates to back-office staff under any circumstances.



## About Agilysys

Agilysys is a leading developer and marketer of proprietary enterprise software, services and solutions to the hospitality industry. The company specializes in market-leading point-of-sale, property management, inventory & procurement and mobile & wireless solutions that are designed to streamline operations, improve efficiency and enhance the guest experience. Agilysys serves casinos, resorts, hotels, foodservice venues, stadiums and cruise lines. Agilysys operates extensively throughout North America, Europe and Asia, with corporate services located in Alpharetta, GA, EMEA headquarters in Cheshire, UK, and APAC offices in Singapore and Hong Kong. For more information, visit [www.agilysys.com](http://www.agilysys.com).

# Agilysys...

Agilysys NV, LLC  
Alpharetta, GA

© Agilysys, Inc. 2013  
Produced in the USA.  
All rights reserved.

07/13