

## DataMagine™ Streamlines Paperwork from Front Desk to Accounting

### The Venetian Eliminates the Paper Hassle With Document Management System

The Venetian Resort-Hotel-Casino is a 3,036-suite Italian-themed property on the Las Vegas strip. It caters to business and pleasure travelers alike with a 1.7 million-square-foot convention center, 65,000-square-foot health club and spa and more than a dozen world-class restaurants. The Grand Canal Shoppes, a 500,000-square-foot indoor mall with cobblestone streets, a reproduction of Venice's Grand Canal and even a replica of St. Mark's Square, features more than 70 exclusive retailers including Ann Taylor, Godiva and Movado. The Venetian also is home to two world-class museums: the Guggenheim Las Vegas and the Guggenheim Hermitage Museum.

With more than 5,000 employees and as many as 50,000 guests and visitors on an average weekday, the sheer volume of information the hotel processes is staggering. The Venetian realized it needed a way not only to enhance guest services but also to streamline the entire process of recordkeeping.

#### Meeting the Challenge

It was clear The Venetian needed a document management system. Key members of the hotel's operations staff reviewed several products and selected DataMagine, a document management system that not only captures and indexes external documents but also has scanning, storing, viewing, printing and faxing capabilities. The software can handle the extremely large volume of records The Venetian needs to access.

According to Rebecca Davis, information technology programmer/analyst for the hotel, ease of implementation was a major factor in the decision to purchase DataMagine. "The imaging capability of DataMagine was added without any additional programming to the application suite we were already running," she said. "Integration was seamless."

Another reason was the software's flexibility. "DataMagine allows you to archive data from so many sources," said Davis, noting that the hotel archives Excel and Word documents, spooled reports and scanned images.

Third was the system's reputation. "DataMagine is sturdy and reliable, and we knew the vendor had extensive knowledge and experience in the lodging industry."

#### An Easy-to-Use System

Installation of the new system and staff training went smoothly. "The team that installed the product and worked with us to bring the system online was very responsive and knowledgeable," said Davis.

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DataMagine by Agilysys Handles Large  
Volumes of Records with Ease



As a result, training was minimal. "It's such an easy-to-use system." Key employees from various departments learned to use DataMagine first and then trained other staff members.

The Venetian uses DataMagine at the front desk and in the hotel's accounting and accounts receivable departments. It's easy for employees to locate documents, because DataMagine has captured the appropriate indexes such as guest name, arrival date, room number, credit card number and report name. "That's especially important to hotel guests," said Davis. "People staying with us want information quickly."

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*– Rebecca Davis, Information Technology Programmer/Analyst*

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The software also scans and stores images such as driver's licenses, registration cards and employment applications, many of which include a signature. Retrieval of the information is simple based on the authority level of the employee searching for the data. What's more, Davis notes, "DataMagine allows staff to add annotations to information that's already stored, which is helpful to users who retrieve the data later."

### Expansion Planned

The Venetian is so pleased with DataMagine that it plans to expand its use. Next on the roster is the casino accounting department. After that, the hotel plans to employ the software in its inventory and purchasing department, legal department and group reservations department.

According to Davis, the bottom line is simple: "DataMagine is useful in all areas of an organization. For that reason alone, I would highly recommend it."



Agilysys is a leading provider of enterprise computer solutions and document management software. Headquartered in Cleveland, Agilysys has offices throughout the United States and Canada. For more information, call 1-800-241-8768 or visit [www.agilysys.com](http://www.agilysys.com).

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DM01050 Rev B 12/04