

Next-gen networks for next-level hospitality

Agilysys leverages resilient, cloud-optimized solutions that win over guests and IT teams alike

Agilysys

agilysys.com

- Georgia-based hospitality software leader
- Serves global hospitality brands across hotels, resorts, casinos, cruise lines, and more
- Specializes in PMS, POS, inventory, guest engagement, and AI-driven personalization
- Offers cloud-native, modular solutions for on-premises or hybrid deployments

Challenges

- Outdated TDM infrastructure led to inconsistent internet performance, hindering scalability and innovation.
- Needed a dynamic, scalable network to maintain performance and control costs.

Solutions

- [Lumen® Network-as-a-Service \(NaaS\)](#) offers dynamic bandwidth control and cost savings
- [Lumen® Dedicated Internet Access \(DIA\)](#) provides consistent, high-speed connectivity, eliminating bandwidth bottlenecks.
- [Lumen® Internet On-Demand \(IoD\)](#) allows real-time bandwidth scaling from 100 Mbps to 10 Gbps, optimizing costs during seasonal peaks.
- [Lumen® MPLS and IP VPN](#) delivers secure, high-performance connectivity

Results

- Reduced latency and downtime for smoother operations and faster data transmission.
- Provided a 2 Gbps boost through NaaS for fast, uninterrupted colocation-to-AWS transfer.
- Scaled bandwidth dynamically to avoid over-provisioning and reduce unnecessary expenses.



“ We chose Lumen Network-as-a-Service for its simplicity, cost efficiency and flexibility. Our partnership with Lumen allows us to manage and scale bandwidth as needed, ensuring our infrastructure is future-proofed and responsive to our dynamic needs.”

— Juan Ayala

Director of IT Infrastructure, Agilysys

LUMEN®

Challenge

Legacy tech falls short of luxury expectations

Agilysys has long been a technology leader in the hospitality sector, delivering software that orchestrates everything from reservations and check-ins to loyalty programs and real-time guest personalization. But as guest expectations evolved and digital transformation accelerated, their aging legacy TDM infrastructure and inconsistent internet performance were limiting their ability to scale and innovate.

Latency issues at large locations, limited bandwidth during peak periods, and the need for a more agile, secure network were impacting both employee productivity and guest satisfaction. With plans to migrate to Microsoft Teams and expand AI-driven personalization, Agilysys needed a future-ready network that could scale on demand—without compromising performance or cost-efficiency.

“Hospitality is a ‘zero disappointment’ industry,” said Juan Ayala, Director of IT Infrastructure at Agilysys. “One negative experience can overshadow nine positive ones. That’s why our network has to be as reliable as our service.”

Solution

Smart networks for smarter hospitality

Agilysys partnered with Lumen to modernize their network infrastructure and accelerate innovation in hospitality tech. By replacing outdated TDM systems with scalable solutions like Lumen Network-as-a-Service (NaaS), including Dedicated Internet Access (DIA) and Internet On-Demand (IoD), they unlocked dynamic bandwidth control and consistent performance across all locations—especially during peak demand.

At their Georgia data center, NaaS provided a cost-effective backup solution, allowing bandwidth to scale from 100 Mbps to over 1 Gbps during critical data transfers—without disrupting operations. “We love the flexibility,” said Ayala. “It’s simple, cost effective, and globally available.” The simplified, elastic model helped reduce costs, boost performance, and future-proof their infrastructure.

Results and Future Plans

Digital agility with a future-ready foundation

With Lumen’s secure, high-performance network, Agilysys now operates on a leaner, more resilient infrastructure. They could scale bandwidth as needed—ramping up to 2 Gbps at their Georgia data facility during a full data transfer to AWS, and scaling down during off-peak periods to optimize costs. The partnership also supported cloud-based applications and a migration to Microsoft Teams, reducing outages and giving Ayala’s IT team greater control.

“Our partnership with Lumen allows us to future-proof our infrastructure and stay ahead of guest expectations,” said Ayala. “Together, we’re building the digital foundation for the next era of hospitality.”

Looking ahead, Agilysys is actively investing in AI to personalize service, optimize operations, and drive revenue. From dynamic pricing to intelligent guest profiles, their solutions are designed to adapt in real time—powered by data and protected by Lumen’s secure IP backbone.

Lumen Solution Set

- [Lumen® Network-as-a-Service \(NaaS\)](#)
- [Lumen® Dedicated Internet Access \(DIA\)](#)
- [Lumen® Internet On-Demand \(IoD\)](#)
- [Lumen® MPLS and IP VPN](#)