

A photograph of a modern hotel lobby. In the foreground, a woman in a dark blazer is standing behind a long, polished reception desk, handing a card to a guest. The guest, a woman with long brown hair wearing a light-colored blouse and a large woven bag, is smiling and looking at the card. The background shows a bright, airy lobby with large windows, modern furniture, and a decorative blue patterned wall.

Agilence Analytics

for Hotels

From the gift shop to the front desk to the dining room, Agilence turns your hotel's transaction and operational data into clear signals of revenue leakage, fraud, and non-compliance.



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Find Where Revenue Quietly Disappears

A hotel has dozens of small businesses under one roof: restaurants, bars, cafes, boutiques, and the front desk. Each one is a place where revenue can quietly slip away through voids, comps, discounts, tampered checks, and off-line rooms. Most hotels have no one watching for it.

Industry analysts put revenue leakage at 3 to 8 percent of gross revenue across travel and hospitality, and occupational fraud at roughly 5 percent of revenue a year. On hotel margins, every recovered point counts.

Uncover the Leaks with Agilence

Detect revenue leakage, investigate incidents, and maintain brand standards across every guest-facing operation, all from one vendor.

In the dining room and bar

- ✓ Tip tampering, inflated gratuities, and edits made after the guest has paid
- ✓ Sweethearting, comped items, and discounts that favor certain guests
- ✓ Voids, zero checks, and refunds that do not add up



In the shops and pantry

- ✓ No-rings, unauthorized markdowns, and staff-guest collusion at the register
- ✓ Loyalty abuse: double-dipping, stacked benefits, and perks that were never earned



On the folio

- ✓ Room upgrades handed out without the matching charge
- ✓ Comp volume that runs high for a property or an individual agent
- ✓ Off-line and ghost rooms, and the activity happening around them



Why Operators Choose Agilence

14x

average ROI, breakeven
in about 38 days

24M

transactions read every day,
from 200+ data sources

- SaaS, secure, and IT-friendly, with AI on every transaction
- Reporting that grows with you: add, build, and change as you scale

Agilence Solution for Hotels

Agilence Analytics

Agilence Analytics turns your POS, folio, and operational data into custom reports, dashboards, and queries built around your properties — no data team required. AI is applied to every transaction to surface anomalies, rank exceptions by risk, and draw investigators attention straight to the activity that matters. Drill from a portfolio-wide view down to a single check, register, or agent in a few clicks, and schedule the alerts your teams rely on to run and land in their inbox automatically.

Agilence Case Management

Agilence Case Management turns exceptions into structured investigations. Build cases directly from AI-flagged incidents, attach receipts, notes, and video, and track each one through to resolution. Customizable automations then push outcomes back into Analytics to quantify recovered dollars and reveal repeat offenders across your portfolio.

Agilence Audit Management

Agilence Audit Management standardizes how you verify compliance and brand standards across every property. Launch audits on a schedule or automatically from AI-driven triggers, standardize checklists across locations, and route findings to the right owner for follow-up. Results flow back into Analytics so you can track trends over time and prove the impact of your program.

Data Requirements

The Agilence Analytics for Hotels is a specialized offering of the Analytics Platform dedicated to hotel and resort operations. Agilence Analytics for Hotels requires POS data (TLOG/folio), Item (product/room) data, HR (employee) data, and Store (location) data. This information is translated into our Agilence Data Spec (ADS) which serves as a common language to allow all systems within your company to work together

Trusted by Industry-Leading Brands

ATLANTIS
PARADISE ISLAND BAHAMAS

IHG[®]
HOTELS & RESORTS

Hilton
HONORS

At Agilence, we specialize in uniting digital and physical transactions to help cutting-edge loss prevention teams expand beyond traditional theft and fraud to tackle preventable loss in all its forms — in the store, online, and at the corporate office. Agilence customers realize an average 33x ROI and breakeven in 38 days.

Every day, Agilence analyzes over 24 million transactions for our customers, transforming data into insights, and insights into actions. Our platform combines data from 200+ sources, including point-of-sale (POS), eCommerce, HR, labor, inventory, product, third-party delivery platforms, alarms, case management, loyalty, access control, video surveillance, and more.

Companies have saved millions of dollars by optimizing operations, identifying sources of margin erosion and reducing shrink using Agilence. Many have also improved employee and customer safety, identified training opportunities, improved customer experiences, increased promotional success, and eliminated productivity gaps.



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