

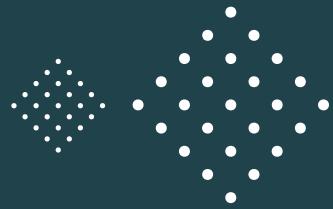
Addant



Gaming - Operations Management Solutions

addant.com

Introduction



For more than a decade, Addant System has been a trusted development partner for organisations who provided casino/gaming operations management softwares and applications that encompassed interfaces and connected solutions for the seamless execution of all the activities involved in running a casino, from the day-to-day operations to long-term planning and strategy. This includes managing the casino's gaming floors, security, finances, compliances, promotions, F&B services, handling hotel and lodging operations, etc

With our development capabilities, vast domain understanding and business acumen, we could tailor software solutions for end-to-end operations management that helped to streamline various processes and improve overall efficiency for a casino/gaming establishment. Solutions we worked on included modules for various aspects of casino operations, such as:

- Player Management: This module can help track player activity, handle player registration and verification, and provide customer service.
- Game Management: This module can handle game selection and configuration, game rules, and game outcomes.
- Accounting: This module can track financial transactions, handle accounting and financial reporting, and manage the casino's cash flow.
- Security: This module can handle security and surveillance, access control, and fraud detection and prevention.
- Marketing: This module can help manage promotions, bonuses, and player incentives, and generate reports on player behaviour and preferences.

With these modules running in multiple connected applications across web, mobile, kiosk and custom devices, casino operators could improve oversight, automate repetitive tasks, and make data-driven decisions to improve overall performance.

We are experts in designing applications that can be integrated with existing systems, can handle large amounts of data, built to scale and customizable following the specific needs and requirements of the casino operations.

01



Solution
Casino

Category
Desktop App

Platform
Windows

Floor Client

Multifaceted kiosk-based floor client application is another important tool we worked on for managing various aspects of casino operations. This application can provide a variety of services to players, staff and management, through interactive kiosks placed on the casino floor with and without assistance.

*images used are for representational purpose only and not the true visualization of the application.

The floor client application includes features such as:

- **Player entrance control:** this feature can enable players to check in, verify their ID and information, and get access to the casino floor.
- **Cage cashier services:** This feature allows players to perform financial transactions such as cash exchanges, chip purchases, and chip redeeming. It can also handle credit card transactions, electronic funds transfer and online payments.
- **Jackpot pay stations:** This feature allows players to redeem jackpot winnings and process paperwork.
- **Operations and vault management:** This feature allows staff to manage and track the operations of the casino floor, such as chip inventory, game performance, and staff scheduling.
- **Casino floor health analysis:** this feature allows the management to track and analyse the casino floor occupancy, player behaviour, and overall performance.

The floor client application helps to reduce errors, improve accuracy, and enhance the overall security of the transactions. Additionally, the floor client application can be integrated with other parts of the casino operations management softwares, such as the cage app, floor app, player tracking module, etc to optimise and leverage the connected services. It helps to improve the overall efficiency, accuracy, and security of the casino operations, and help the casino make data-driven decisions to improve the overall player experience and increase revenue.

02

Solution

Casino

Category

Web Application

Platform

Angular, REST API



Web Admin

Web Admin provides the casino management team with a powerful tool for overseeing and managing the various aspects of the casino's operations. The web admin includes a variety of features and functionalities, such as:

- **User management:** This feature allows the management team to add and remove users, assign roles and permissions, and manage the access rights of different users.
- **Data visualisation:** The web admin can provide various analytics and dashboards to help the management team visualise and understand key performance indicators, such as player behaviour, revenue, and game outcomes.

- **Reporting:** The web admin can provide various reports, such as financial reports, game performance reports, and player behaviour reports, that can help the management team make data-driven decisions.
- **Configuration:** This feature allows the management team to configure the various aspects of the casino's operations, such as game rules, promotions, and bonuses.
- **Notification:** The web admin can provide real-time notifications and alerts, such as security incidents, financial transactions, and customer service requests, that can help the management team stay on top of important events and take quick action as needed.

Overall the web admin acts as a centralised hub which enables to oversee and manage the casino operations and make more informed decisions, it can improve the efficiency, customer satisfaction, reduce operational costs and increase the overall revenue.

03

Solution

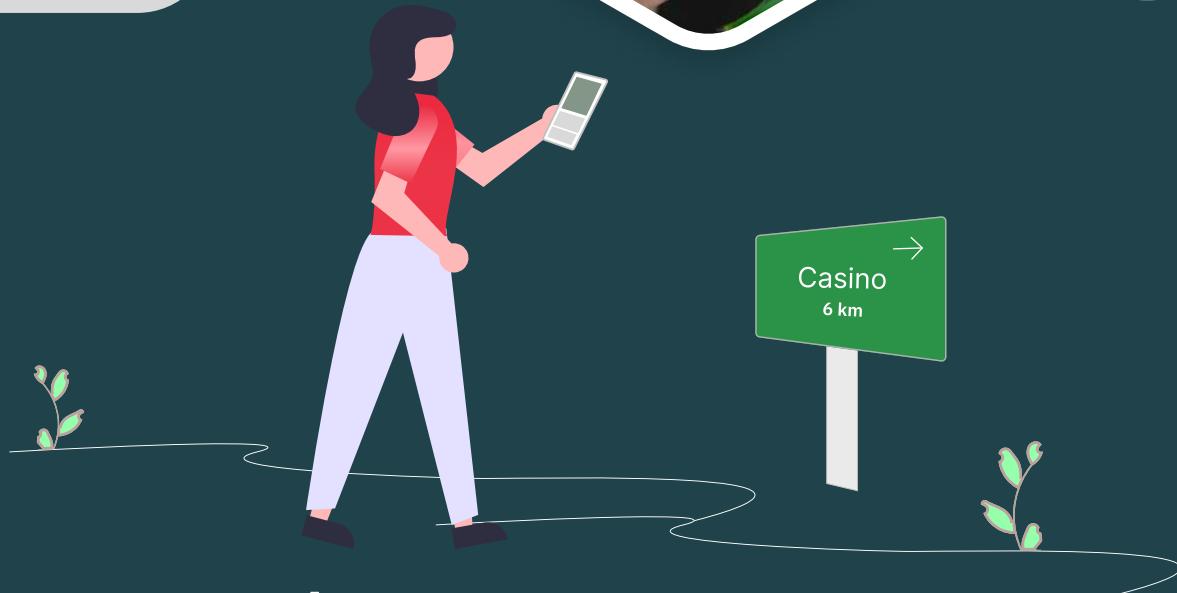
Casino

Category

Mobile App

Platform

Android, iOS



Player App

Leveraging our strong know-how on mobile application development, Player App is a polymorphic mobile application with different buckets of geofenced functionalities. This lets a player connect to an EGM while inside a casino and provides the list of nearby casinos, navigation assistance and other promotional features while outside.

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Loyalty and promotions management makes this a valuable tool for a casino to improve the player experience and increase revenue. This application is designed specifically for players and can be used to manage and track their loyalty program points, redeem rewards and bonuses.

The application includes features such as:

- **Loyalty program management:** Players can view their loyalty points and status, track their progress towards earning rewards, and redeem points for bonuses, free play, and other incentives.
 - **Personalised offers:** The application can use data from the player's activity to send personalised offers and promotions to the player, based on their preferences and behaviour, this can increase the chances of the player redeeming the offer.
 - **Rewards catalogue:** The application can provide a catalogue of rewards and bonuses that players can redeem, including options such as free play, free meals, and hotel stays, it can also allow players to make reservations for these rewards.
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- **Event and promotion notifications:** The application can send push notifications to players to inform them of upcoming events, promotions, and other activities at the casino.

By providing players with a convenient way to manage their loyalty program points and redeem rewards and bonuses, the application can help the casino improve player satisfaction and increase player retention. Additionally, by leveraging data from the player's activity, the casino can send more targeted and personalised offers and promotions, which can further increase revenue.

This mobile application can be integrated/connected with the casino's existing systems, such as the player tracking module, allowing the player to connect to the EGM and access the set of functionalities available.

04

Solution

Casino

Category

Mobile App

Platform

Android



Floor Assistant

Floor assistant application is a tool for casino supervisors to manage various aspects of casino floor operations from anywhere in the casino. This application can provide supervisors with a convenient and mobile way to access important information, perform tasks, and communicate with other staff members, allowing them to manage the casino floor operations efficiently and effectively.

The application encompasses features such as,

- **Jackpot Payout Approval:** This feature allows supervisors to approve jackpot payouts and process paperwork from anywhere on the casino floor.

- **Table Games Credit Management:** This feature allows supervisors to manage credit for table games players, including issuing, tracking and redeeming of credit markers.
- **Drop Collection:** This feature allows supervisors to manage and track the collection of cash and chips from table games, including the ability to approve and authorise drops.
- **Player Tracking:** This feature allows supervisors to monitor and manage the activity of individual players, including data on game outcomes, player behaviour, and revenue.
- **Meter Input:** This feature allows supervisors to input and track the performance of slot machines and other electronic gaming devices, including coin-in, coin-out, and handle pull data.

- **EGM (Electronic Gaming Machine) On and Off:** This feature allows supervisors to remotely turn on and off electronic gaming machines, as well as lock and unlock them, from anywhere on the casino floor. This can be useful for maintenance, troubleshooting, and security purposes.
- **Rewards Management:** This feature allows supervisors to approve and manage rewards for players, including bonuses, comps, and other incentives, from the floor.

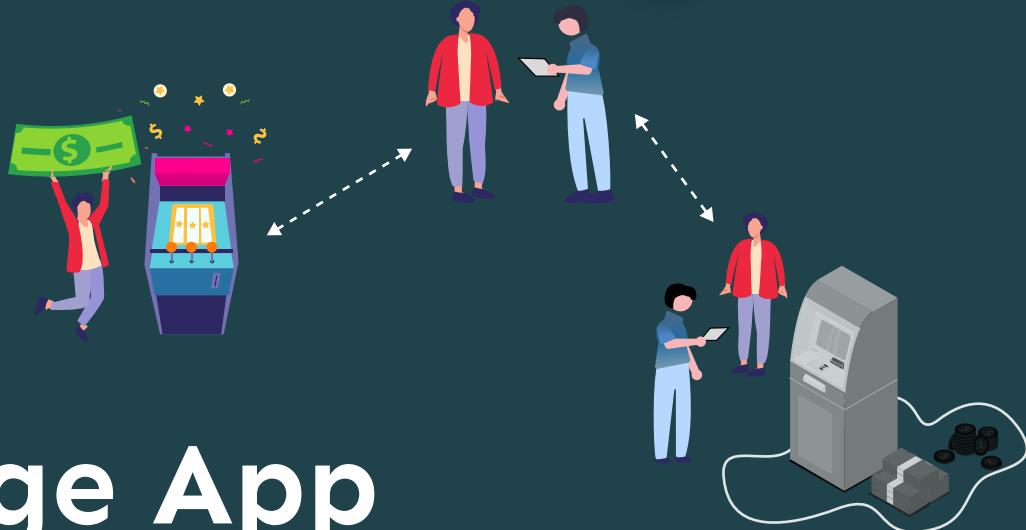
Floor App can also be integrated with other parts of the casino operations management softwares to optimise and leverage the connected services.

05

Solution
Casino

Category
Tablet App

Platform
Android



Cage App

A cage application is an important tool for managing the financial transactions in a casino. The "cage" refers to the area in a casino where cash and chips are exchanged, and the cage app can be used to manage and track these transactions in real-time. Another peculiarity of the app is its integration with teller machines & CDMs. The various operations of teller machines like money deposit, dispense and dump are controlled by the Cage app.

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The cage app includes various functionalities such as:

- **Cashiering:** This feature allows the cage staff to handle cash and chip transactions, such as cash exchanges, chip purchases, and chip redeeming. It can also handle credit card transactions, electronic funds transfer and online payments.
 - **Accounting:** The cage app can track all financial transactions, generate reports, and handle accounting and financial reporting.
 - **Inventory management:** The cage app can keep track of the casino's chip inventory, and can also generate reports on chip usage and movement.
 - **Security:** The cage app can include security features such as authentication, access control, and fraud detection and prevention.
- 



This also helps the casino to improve the overall efficiency of financial transactions and make data-driven decisions. It can also help to reduce errors, improve accuracy, and enhance the overall security of the transactions. Moreover, it can provide real-time visibility into the financial status of the casino, allowing management to make more informed decisions and quickly identify any issues.



Additionally, the cage app can be integrated with other parts of the connected applications, such as the player tracking module, to provide a comprehensive view of the financial transactions of individual players, allowing the casino to better understand player behaviour and preferences, and create more effective loyalty programs.

Solution

Casino

Category

Custom Device App

Platform

Android



Player Tracking Module

Software solution for the player tracking module (custom device) that can be interfaced with slot machines is an important component that we have worked on. This module can help the casino track player activity and behaviour, and provide valuable insights that can be used to improve the overall player experience and increase revenue.

One of the primary functions of this module would be to track player activity on the slot machines. This can include information such as the games played, the amount wagered, the length of play, and the outcomes of each session. This information can be used to create detailed player profiles that can help the casino understand the preferences and habits of individual players.



The player tracking module can also be used to implement various player loyalty programs. This can include bonuses, rewards, and other incentives that can encourage players to return to the casino and play more often. Additionally, it can help casino management to identify and target high-value players, also known as whales.



In summary, a player tracking module helps the casino to better understand player behaviour and preferences, which in turn can be used to improve the overall player experience, increase revenue and optimise the performance of individual machines.

Solution

Casino

Category

Custom Device App

Platform

Android



POS App

A custom point-of-sale (POS) application is used for managing the various sales transactions that take place within a casino. This application can be tailored to the specific needs of the casino and can include features such as:

- **Sales Transactions:** The POS application can handle sales transactions, including cash, credit card payments, and digital wallets, for a variety of products and services such as food and beverages, merchandise, hotel stays, transportation, and other services.

- **Pin reset options:** This feature allows the casino staff to reset or change the pin for players, in case they forget their pin.
- **Player tracking:** This feature allows the casino to track player activities and transactions.
- **Point redemption:** This feature allows players to redeem their loyalty points for various rewards and bonuses, such as free play, free meals, hotel stays, and other incentives.
- **Compensation issuance:** This feature allows the casino staff to issue compensation to players for any issues or problems they may have encountered while playing at the casino.
- **Coupon management:** This feature allows players to redeem coupons for discounts, offers and promotions, and for the casino staff to manage and track the coupons available.

- **Wallet adjustments:** This feature allows the casino staff to make adjustments to players' digital wallets, such as adding funds or removing them.
- **Bookings:** This feature allows the casino staff to handle bookings for hotel stays, transportation, and other services, directly from the POS application.

POS can also be integrated with other parts of the casino operations management softwares to optimise and leverage the connected services.