

IGT ADVANTAGE SYSTEM

IGT ADVANTAGE has been developed based on input from customers over many years, resulting in the most comprehensive feature set available in the industry, including:

- Resort Wallet Carded or Cardless Cashless with optional IGTPay integration – the only fully integrated cashless offering in the market today
- The most advanced suite of Bonusing applications and delivery game content
- Rich, engaging HTML-based player-facing personalised content on the Service Window or Secondary display screen with video ad capability
- Multi-site Patron Management for a single player's club card across the enterprise
- A 360-degree view of player spend
- Employee mobile applications that drive customer service
- Integration to third-party applications, such as POS, hotel, and more, using standardized APIs

ACROSS ASIA

Currently running in over 18 properties across Asia, with additional installations scheduled to be deployed in the next 12 months, IGT ADVANTAGE gives operators access to detailed analytics, features and modules that help them optimize their casino floors and elevate profitability, including:

IGT'S Intelligent Offer – featured in one minute video provided

Intelligent Offer utilises variables such as play parameters, card-ins and beacons that identify, engage and reward players based on a venue's established criteria.

Promotions can then be personalised to a variety of player demographics, behaviours and actions, including location-based promotions, where beacons trigger offers to a player's mobile phone or on screen at an EGM via Service Window and NexGen display, providing a real-time promotional channel for a property that is always visible and familiar to guests.



Ability to Tap & Play Anywhere

With IGT's Cardless Connect™ and Resort Wallet the players' smartphone becomes their loyalty card and wallet.

Players simply tap their phone at any gaming machine or table game to card in, then quickly and easily transfer funds. Cardless Connect and Resort Wallet reduce barriers to play and increase the velocity of money on gaming floor.



Cashless Solution

IGT's fully integrated cashless solution – RESORT WALLET™ - offers two variations of the cashless experience for Asia:

- **Carded Cashless**

Players use a casino-branded loyalty card to load cash onto a secure Cashless Wagering Account from either the cash desk, kiosk or a slot machine, to access the funds from any slot machine, table game or Kiosk using the card. The reduction in cash handling lowers costs and risk while providing a safer environment for staff and customers.

- **Cardless Connect®**

Players use an app on a mobile device to access a secure Cashless Wagering Account and transfer funds into the account from either the cash desk, kiosk or a slot machine; then tap their smartphones on a slot machine or a table game to card in.



Systems Bonusing

Bonusing is a cost-effective way to achieve business objectives by growing player patronage and loyalty. IGT's solutions provide a strong differentiator for venues in some of the world's most competitive markets. IGT offers the widest variety of bonuses, ensuring venues can promote to your players effectively and create exciting experiences exclusive to a casino, increasing loyalty and brand awareness.

INTRODUCING IGT ADVANTAGE X

IGT has taken a fresh look at how the system is built from the ground up and have incorporated new architecture, web-based user interfaces, and centralized application user configuration to provide venues with an even more reliable, easier to use system with the breadth of features required to attract and retain players, monitor a business and differentiate each venue.

State-of-the-art technologies and UI/UX design have been combined to lay the foundation for the future with:

- Service Bus architecture
- Centralized application user management and Single Sign-on (SSO)
- Browser-based user interfaces for ease of use and deployment
- Persona-based tasks make servicing customers faster and more convenient
- More accessible and actionable event data

A New Foundation for the Industry's Best System

FloorNet is IGT's new system architecture, representing a total transformation through state-of-the-art Service Bus technology and highly available, containerized microservices. Redis, Kubernetes, and RabbitMQ technologies provide scalable redundancy and eliminate single points of communication on a venue's floor network.

BENEFITS:

- Reduces software cost: Due to removal of Microsoft licenses because FloorNet is based on the Linux operating system.
- Increased stability and security: with support for Rocky OS and RHEL Linux versions.

FloorNet - continued

BENEFITS:

- Deployment flexibility: The entire solution can be hosted on-premise or in the Cloud.
- Venues can choose the best set-up to suit needs and budget. to easier integration with IGT ADVANTAGE to meet a venues business needs.
- Ease of integration: FloorNet creates new opportunities to extend contextual/rich event data to third-party integrators using the industry standard Open API specification. This translates
- More data for business intelligence: The contextual/rich event data can be used to gain deeper insights about floor and player preferences.
- Ease of upgrades: Containerized services make it possible to replace only the services that have changed, minimizing impact to the operation.
- Continuous operations: Today's 24/7 gaming environments need a solution that never stops working. The FloorNet architecture is based on containerized, independent services that minimize disruption in the event of planned or unplanned outages.
- Ease of scaling and optimization – Each set of services can be scaled to support business needs.

A Single Point for User Management Services

Today's casino employees typically have multiple roles that span IGT ADVANTAGE applications, which is why IGT has centralized the creation and management of system users.

The IGT ADVANTAGE User Management Service (UMS) provides a consolidated platform for managing roles, groups, and users. UMS streamlines user administration for a venues IT staff and provides a single point of entry into the system for end users.

BENEFITS:

- Reduces the time for administrators to configure and provision users across applications.
- Unified user management makes it easier to add new features.
- Brings single sign-on to the user's day-to-day experience.

Bring the Ease of Browsing to Operations - Browser-based User Interfaces

The modernization of IGT's systems architecture separates the system services from the application and database. This design increases flexibility to deliver new task-based user interface (UI) workflows that span traditional system modules.

The new UIs have been designed to ensure an optimized, modern user experience that is delivered using a standard browser at a workstation, on a tablet, or on a mobile device.

BENEFITS:

- Perform day-to-day tasks quickly and efficiently eliminating the need to login/logout of multiple system applications to perform common tasks. This frees up staff's time and improves the guest experience.
- Ease of implementation and upgrade since the UIs are delivered via a browser from a centralized server instead of a thick client. UI updates only need to be made on the server.
- Easier to train employees to use the system, because the UIs are more intuitive and tailored to their needs.

To learn more about IGT ADVANTAGE X and why it is the ideal choice for the Best Supplier Solution award for 2024 visit www.igt.com/products-and-services/gaming/systems/igt-advantage