

# IGT ADVANTAGE™

Product Catalog  
2022 Edition



APPS



Playing  
**243**  
WAYS  
60 CREDITS

VIRTUAL DRAWING MANAGER

iRESERVE

ON DEMAND

BEVERAGE ON DEMAND

**TOURN X TREME**

BACK



CLOSE

BOD

POINT



SPEED







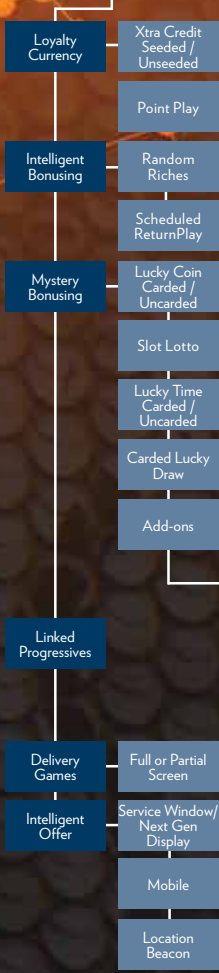
# Marketing



# Slot Manager

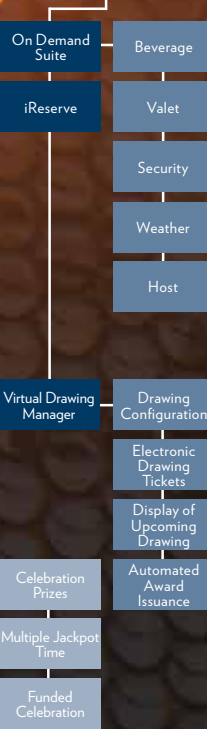
## Bonusing Rewards & Offers

A suite of configurable bonuses rewards and offers designed to drive specific business results



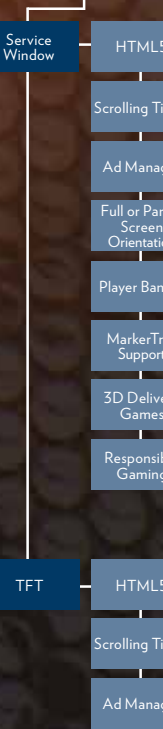
## Applications

Applications intended to enhance the players experience and convenience



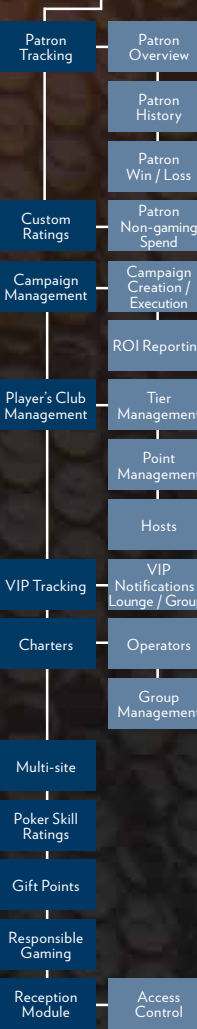
## Player Tracking Displays

Content delivery solution: either Service Window or TFT Display



## Patron Management

Complete player tracking, loyalty and promotional module



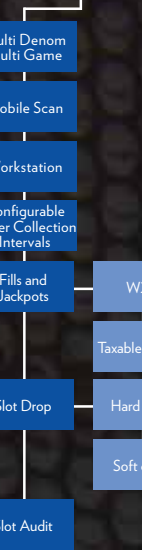
## Tournaments

Comprehensive solution for event registration, scoring and management



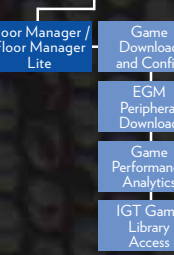
## Machine Accounting

Machine accounting, audit, work orders and EGM management

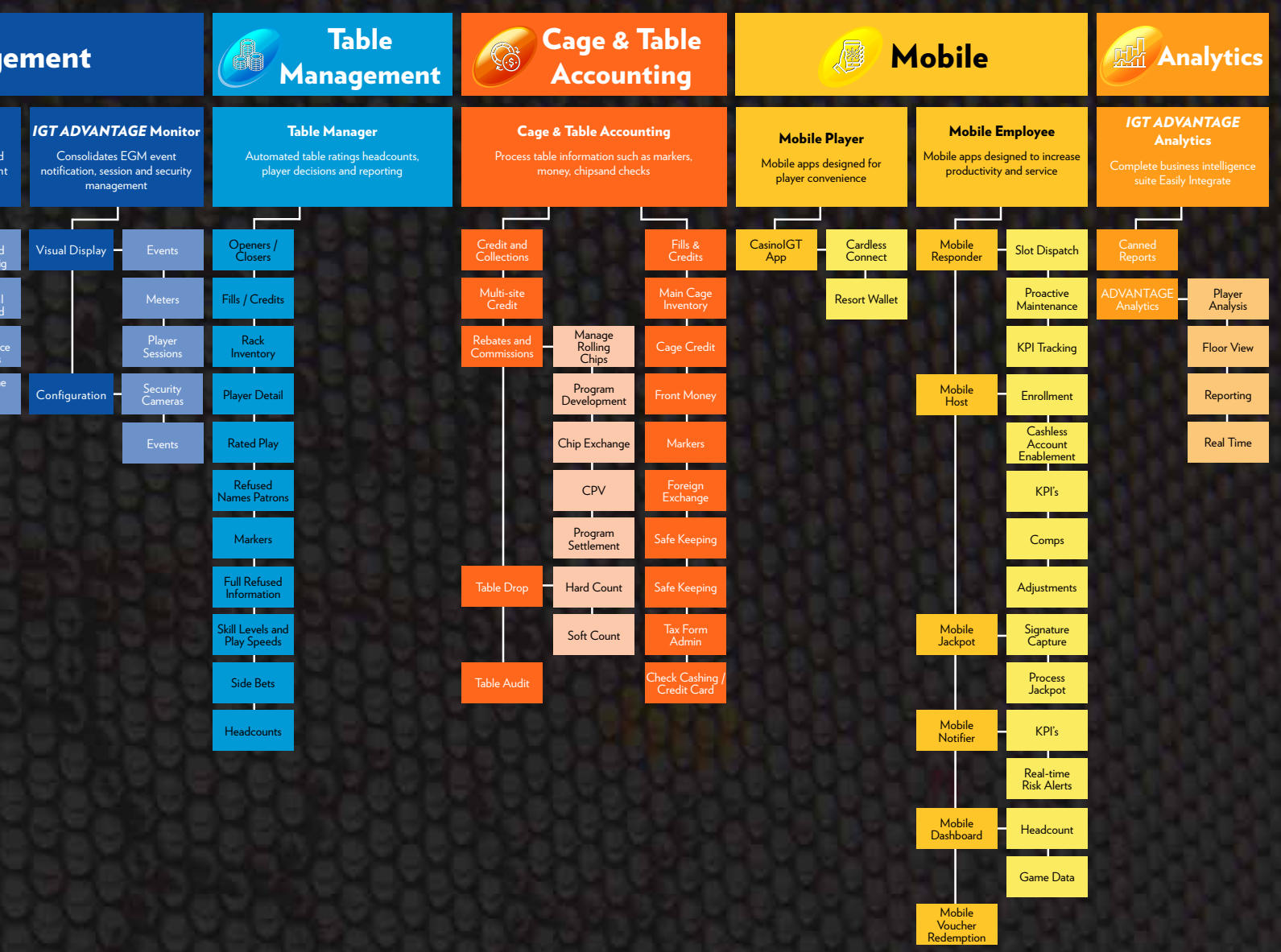


## Floor Manager

Solution for downloading and configuring core video content



# IGT ADVANTAGE Product Tree







CARDED LU

\$173.9

APP SELECT

LOYALTY CLUB S

PROPERTY INFORMATION



# IGT ADVANTAGE

*IGT ADVANTAGE* has been developed based on input from our 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
- Full screen Service Window and dynamic HTML5 content
- 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
- And more

This year, we've taken a fresh look at how the system is built from the ground up. This includes new architecture, web-based user interfaces, and centralized application user configuration. We've done this without losing sight of the features you use day-to-day. This modernization means you get a more reliable, easier to use system with the breadth of features you need to attract and retain players, monitor your business and differentiate your casino.

Contact your Systems Sales Specialist today to learn more about our modernization efforts and how we can help you take your operation to the next level.



# ADVANTAGE FloorNet

## A NEW FOUNDATION FOR THE INDUSTRY'S BEST SYSTEM

You asked, we acted. The IGT ADVANTAGE system architecture has been transformed to use state-of-the-art Service Bus technology and containerized services. Branded as FloorNet, the new architecture leverages Redis, Kubernetes, and RabbitMQ technologies, to provide scalable redundant microservices which eliminate single points of communication across the floor.

The updated architecture is also based on the Linux operating system. What does this mean for YOU?

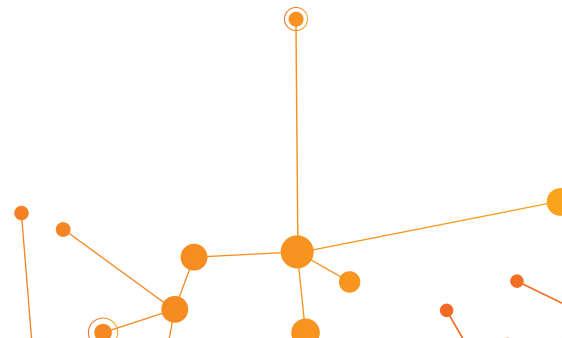
- Reduced cost, due to removal of Microsoft licenses.
- Increased stability and security.
- Deployment flexibility – The entire solution can be hosted on-premise, in the Cloud or in a hybrid configuration. You can choose the best set-up to suit your needs and budget.
- Open architecture – We play well with others and continue to make it easier to integrate to IGT ADVANTAGE. The IGT ADVANTAGE Connectivity Engine (ACE) integrates with FloorNet to provide a standard API that can be used by third-party solution providers to extend the capabilities of IGT ADVANTAGE.
- 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 service can be individually scaled as the need arises, which optimizes performance based on your operation's needs.
- Ease of upgrades – containerized services make it possible to replace only the services that have changed without taking the entire system down

## FloorNet Architecture

All messages are published Applications subscribe to the messages they need - Multi point communication



\*SMIB = Slot Machine Interface Board



# ADVANTAGE Access

## BRING THE EASE OF WEB BROWSING TO YOUR OPERATION

The FloorNet architecture also means the services have been separated from the user interface. Gone are the form-based data entry screens, menu-driven interactions and wizards that were tightly integrated with system functions. Now, common workflows are web-based with simplified screen designs to make it easier for casino staff to do their jobs. This includes:

- Color-coding of commonly associated functions, so your staff have visual cues to go along with the workflows.
- Greater support for touchscreens.
- Data entry validation, as always, to reduce or eliminate errors.

# ADVANTAGE People

## A SINGLE POINT FOR USER MANAGEMENT

The IGT ADVANTAGE User Management Service (UMS) provides a centralized interface for managing roles, groups and users within the application. The consolidation of this key configuration of the system reduces the amount of time spent managing user profiles. IGT ADVANTAGE also includes single sign-on capability, so your staff only needs to logon once to have access to the system.



# MARKETING



# Player-Facing Content

## M5

M5 is based on the HTML5 industry standard, which enables you to personalize your Service Window and TFT Display content easily. With M5, your content can take over the full game screen and display promotions, events, and other personalized content.

- **Create unique experiences customized by location and player ranking:** Give the player more than just their name on the display with bonus content, ads, and promotions based on their player profile and location on the floor
- **Reinforce property branding on every display:** M5 enables you to reuse your existing HTML5 content and maintain an identical theme on the casino's website, EGM Service Window, and more
- **Create and manage targeted ads that get the player's attention:** The Ad Manager provides the framework to manage where and when your ads are played, including the creation of ad playlists
- **Streamline your operation and modernize your floor:** M5 supports new player-facing features, like W2G Accrual, Responsible Gaming and integration with IGT's cashless offerings
- **Create content once, use it many times:** M5 is based on the HTML5 standard, so your content auto-scales to every display format
- **Let your idle EGMs be promotional tools:** With M5, idle machines can display advertisements on the Service Window or top box display



# Bonusing and Applications

## Loyalty Currency

### Xtra Credit™

Xtra Credit promotes longer play time and eliminates the expense of promotional dollars that walk out the door by awarding players game credits that cannot be cashed out. Many of the IGT ADVANTAGE Bonuses can be configured to reward players with Xtra Credit, ensuring that your marketing dollars are working for you and increasing your ROI. IGT offers seeded and unseeded Xtra Credit.



<sup>1</sup>If reimbursement is more than the Xtra Credit balance, EGM credit meter is reimbursed the available balance

<sup>2</sup>Cash out includes only the reimbursed credits, so player's initial wager is returned

<sup>3</sup>Cash out does not include the Xtra Credit

## PointPlay™

PointPlay streamlines club operations and increases play time by giving players the ability to convert points to either cashable game credits or non-cashable *Xtra Credit* rewards right at the game. Player convenience and operational efficiency are the hallmarks of this proven method for decreasing lines at the club booth, improving customer satisfaction, and increasing the value of points to players. With PointPlay, you reduce point liability and give your players more play directly at the machine.

# IGT ADVANTAGE Bonusing

IGT ADVANTAGE Bonusing is a suite of versatile bonusing products that help attract and retain players, encourage return visits and additional spend. Bonusing applications provide additional marketing opportunities and generate player excitement over and above what the games offer. They facilitate targeted promotions that increase revenue, reinforce branding, and differentiate your casino from the competition. IGT pioneered Bonusing within the gaming industry with two specific types of bonusing:

- **Intelligent Bonusing** Also called “Earn and Get” or “Do X, Get Y” bonuses, focus on players in response to specific actions, such as a level of coin-in or play on select game themes, as well as player attributes.
- **Mystery Bonusing** A system-generated prize awarded spontaneously to a player or group of players and is not connected to an outcome of a game. Bonuses can be configured to reward players with free play, cashable or non-cashable awards, points, random free play, multipliers, fixed cash, and pool prizes.

## Bonus Objectives

Our Bonusing suite was built to give casinos options when designing promotional campaigns. Each bonus helps you reach your business objective of increased coin-in in different ways:



### Boost Play in Specific Timeframes

*Scheduled ReturnPlay*  
*Lucky Coin*  
*Lucky Time*  
*Slot Lotto*  
*Carded Lucky Draw*



### Increase Carded Play

*Random Riches*  
*Carded Lucky Draw*  
*Carded Lucky Time*  
*Carded Lucky Coin*  
*Slot Lotto*



### Increase Spend per Visit

*Random Riches*

## Intelligent Bonusing

### Random Riches™

Gives you the ability to immediately deliver random or fixed amounts of promotionally funded *Xtra Credit* non-cashable rewards for achieving point accrual levels you specify. A progress bar, such as a rising thermometer, is visible to the player as a constant motivational reminder toward achieving the next award. *Random Riches* rewards are delivered in real time during play sessions. *Xtra Credit* promotes longer play time and eliminates the expense of promotional funds that walk out the door by awarding players game credits that cannot be cashed out.

### Scheduled ReturnPlay™

Rewards a player when he or she crosses a coin-in threshold. This Bonus can be configured to issue the award at a specific time after the start of the next gaming day, giving you more control over when your players return to your casino.



### Intelligent Offer

IGT ADVANTAGE Intelligent Offer enables you to build promotions and send offers directly to players in real time – whether at the game via the Service Window, TFT display, or through your casino mobile app. Leverage its powerful rules-based promotions engine to create a player experience that is uniquely identifiable to your property.

Offers are triggered based on specific criteria, ensuring they are targeted to exactly the right players:

- Card-in: either a single card-in event or a card-in within a specific date and time range
- Play: loss coverage, jackpot win, or a specific game event (such as a four-of-a-kind in video poker)
- Player status: groups, tiers, new enrollment
- Location on the floor

## Mystery Bonusing

### Lucky Coin™

A pool-based, mystery-style jackpot that can hit any time. You determine a range for the award amount and the percentage of your coin-in amounts that will increment the bonus pool. This bonus can be carded or un-carded and can pay fixed or progressive amounts.

### Lucky Time

A mystery-style jackpot that hits only on the days and times you choose. Multiple jackpots are randomly awarded during the specified time ranges to drive play during specific periods of time. This bonus can be carded or un-carded and pays fixed amounts.

### Slot Lotto

Creates a call to action, bringing players to the floor to receive a lucky set of numbers and a chance to win one of several prizes. Players receive a set of unique numbers on their EGM when the drawing occurs and the number of matches determines the mystery bonus award. Slot Lotto can be configured with tiered awards, as well as other prize types.

### Carded Lucky Draw

Randomly draw winners from a qualified list of carded players. Player is added into the list when inserting card and betting once. When the draw occurs, a random player will be picked from the list. If they are carded and actively playing on the floor, they are selected as the winner.

### Bonus by Player Group

Offer your best players a Carded Lucky Coin, Carded Lucky Time or Carded Lucky Draw bonus using Bonus by Player group. In IGT ADVANTAGE Patron Management, you can configure a promotion for a group of carded players and limit eligibility and jackpot contributions to those specific players.

### Lucky Coin Bonus Add-on:

Funded Celebration awards consolation prizes to eligible non-winning players to increase awareness of the jackpot being awarded. Funded Celebration can be configured as part of the Carded Lucky Coin Bonus, so you can accurately predict the cost of the promotion.

### Lucky Coin and Lucky Time Bonus Add-on:

With Multiple Jackpot Time, you can automatically multiply the winning player's game wins for a configurable number of games or amount of time. The system can be configured to notify the player onscreen that the award is about to commence, adding to the excitement.



Service Window content  
(note this content will also display on NexGen displays)

## Delivery Games

Bonus delivery games provide an engaging way to tell players they've won big. IGT has renewed the focus on this important aspect of your player loyalty program with full screen content based on game themes players know and love:

- Ocean Magic and Jacks or Better Poker are now available for Random Riches
- Fortune Coin is now available for Lucky Coin and Lucky Time

We're also adding new licensed delivery game content, including Let's Make a Deal, as well as refreshing the content for Slot Lotto and Carded Lucky Draw. Contact your IGT Systems Sales Specialist for a demo.



## BIS: New User Interface For Faster Set-Up

A new and improved user interface — Bonusing Interface Service — makes it possible for users to configure several of our most popular Bonuses quickly and easily, so the time and expense of creating promotions is greatly reduced. With the bonuses combined in one UI, Lucky Coin (Carded and Uncarded), Lucky Time (Carded and Uncarded), Slot Lotto, and Carded Lucky Draw configuration is easy and intuitive, so once you plan your promotion, you can implement it quickly. The latest versions of our bonuses include more flexible bonus hit schedules, easy award pay out configurations, better reporting, as well as user-friendly media and overhead signage setup.

## Linked Progressives

Attract players to new themes, push traffic to slow areas of the floor, or highlight your best themes with a fun progressive. You choose the machines and themes that contribute to a progressive bonus pool, as well as the symbol combinations that unlock the big win. With Linked Progressives you can manage:

- Notifications
- Hit processing
- Monitoring
- Reporting
- Jackpot management

Let everyone enjoy the excitement when you pair it with Celebration Prizes!

# Applications

## iReserve

Even the most passionate player needs a break. Let them keep their streak rolling with an easy card-based reservation system, iReserve. No more tilted chairs or handwritten signs—employees or players can hold the machine with the swipe of a card. As soon as the player cards back in, the machine unlocks, and the player can immediately resume playing.

- Retain players who need a break
- Improve game availability with timed hold releases
- Streamline reservation process, making staff more efficient

## On Demand Suite

What if your players never had to leave their game? With On Demand from IGT, players can order drinks, call a host, have their car pulled up, and access a variety of other conveniences with the push of a button — which means less time waiting in lines and more time having fun. Applications available include:

- Valet
- Weather
- Security
- Host via the Service Window

## Beverage on Demand

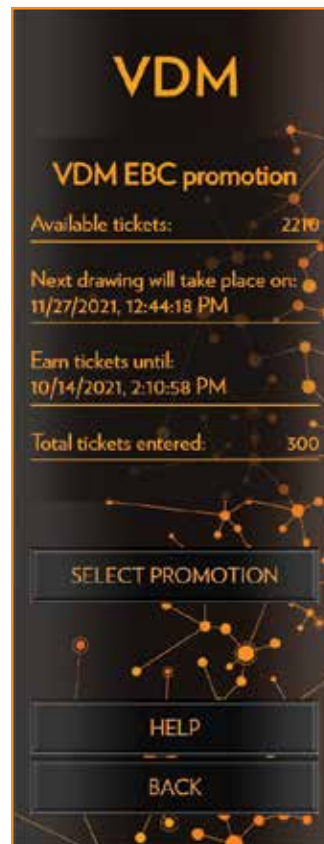
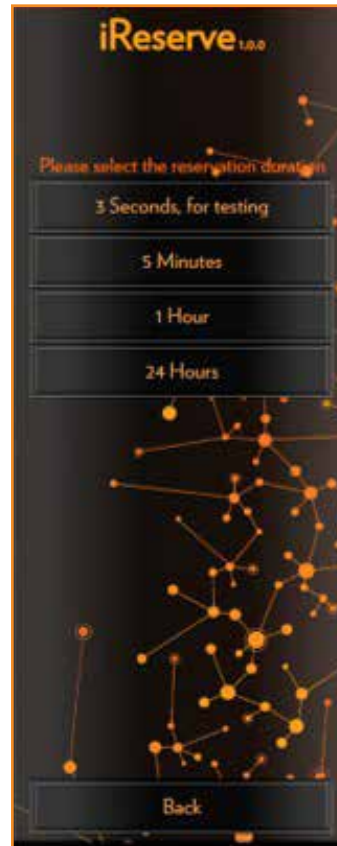
With Beverage on Demand, players can easily place beverage orders on the game screen, instead of having to locate a server or leave the machine to head to the bar. Orders include the player's name and location and print out at assigned outlets. Update and customize your menu quickly and easily, and set pricing, happy hour specials, and tax rates from your desktop.

- Increase customer satisfaction and accuracy of beverage orders
- Maximize casino wait staff efficiency

## Virtual Drawing Manager

IGT ADVANTAGE Virtual Drawing Manager makes running sweepstakes and drawings easier by eliminating the hassle of printing tickets. Once players reach the point level you've specified, their account is automatically credited. Its multiple self-service features streamline processes and increase productivity by giving your players more control.

- Reduce labor and lower the total cost of running drawing events
- Promote drawing winners floor wide, providing greater entertainment value
- Increase time on device by notifying winners directly on the game machine via Service Window
- Drive incremental visits and increase coin-in with exciting drawings







## Patron Management

From enrolling players club members to launching and maintaining multi-tiered loyalty campaigns, Patron Management has all the tools you need to keep your players engaged. This powerful tool builds customized events and promotions for your guests; for example, setting coin-in, filtering by location, and adding in just the right reward. With multi-site capabilities, IGT ADVANTAGE Patron Management keeps all the information under one roof, making your marketing easier at every level. Patron Management supports all types of promotions: drawings, tournaments, discounts, coupons, event tickets, rewards points, slot and table multipliers, merchandise or gifts, and more. Robust Charter and Reporting functions extend your marketing capabilities.

- Increase revenue by using comprehensive marketing capabilities to create and deliver targeted offers to your players
- Increase crossover play and amenity utilization with enterprise-wide multi-site player management tools

### Reception Module\*

Fast and reliable entrance check feature for operators who need to record and control player entry. Also allows player registration and facilitates player club enrolment.

### Poker Skill Ratings

Poker Skill Ratings measure how well your guests play video poker by evaluating optimal play against actual play for each hand of video poker. The resulting skill score helps you categorize, segment and make better operational decisions. Not only can you better understand who your best video poker players are, but also which games attract the players you want.

## Tournaments

IGT's tournament offering is comprised of specially designed, visually interactive and entertaining TournXtreme game themes and the IGT Tournament Manager system:

- IGT's TournXtreme game themes, like Spin Ferno®, SpinSplosion® and Incredibell™, are designed specifically for tournament play, including exciting graphics and interactive features to surround the player in an immersive tournament experience. Tournament banks also use digital signage to display certain aspects of game play, leaderboards, and more.
- IGT Tournament Manager enables quick and easy configuration of tournaments, including prize offerings, days, times, machines, and more. The system also enables the transition from revenue mode to tournament mode, so your machines drive coin-in until the moment they're needed for your tournaments.

Tournament Manager is an agnostic tournament product and is fully integrated into IGT ADVANTAGE.

\*Limited Market Availability



# SLOT MANAGEMENT



From ticketing solutions to managing your game content, IGT ADVANTAGE provides all the tools you need to run and optimize your floor.

## IGT ADVANTAGE Monitor

Keep an eye on players, machines, and security all from one central location: IGT ADVANTAGE Monitor. To make security and machine servicing more efficient, this module consolidates event notification, player session information, and security management in one central point.

- Real-time Security
- Pop-up Player Notifications

## Machine Accounting

IGT ADVANTAGE Machine Accounting streamlines your accounting team's frequent tasks so they can be more productive and run a smoother operation. Task-based checklists simplify audits, paging, work orders, and machine management. That along with enhanced filtering makes both regulatory and operational reporting quick and easy.

### Multi-Denomination Multi-Game (MDMG)

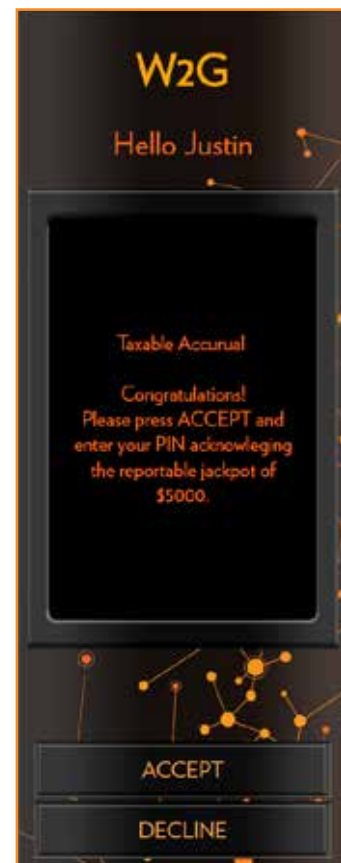
Get a broad overview of your MDMG game performance with this module of the IGT ADVANTAGE System. Measure performance through several metrics to find configurations that your players will enjoy and simultaneously add to your bottom line. With robust reporting and coverage for all game manufacturers, MDMG reporting is essential to the modern casino.

- Make better decisions with actionable data throughout multi-denomination, multigame floors
- Save time with auto-configuration to mark new MDMG cabinets and list new denomination and payable configurations

### Taxable Accrual

Give your players more control by enabling them to process their own jackpots through the Service Window. With Taxable Accrual, there's no more waiting for hand pays or completing multiple tax forms. Eligible players can continue playing in mere seconds after winning and accepting their jackpots.

- Automate and streamline jackpot handpays
- Increase loyalty and play time
- Decrease machine downtimes



# IGT Floor Manager

IGT Floor Manager offers a solution to remotely change casino floor mix based on market conditions and demographics that will grow business and maximize performance. Event scheduling and monitoring tools give you everything needed to optimize the games on your floor even allowing you to bridge to mobile devices, ensuring that game changes happen when and where you want.

- Proactively manage machine status on your floor with triggers
- Identify hot players with player session information
- Create and manage random reward sessions
- Manage cameras and event-related security protocols

Game theme download and EGM configuration are centrally managed, reducing or eliminating the need to make changes manually. This reduces downtime and prevents the need for EGM technicians to make the changes for each machine, so they can focus on other tasks on the floor.

The system also provides game performance analysis tools, enabling operators to make data-based decisions. Changes can be scheduled in the system to occur during slow times or in response to specific events, such as changing game denominations to suit different types of players.

Floor Manager is an agnostic remote download and configuration product and is fully integrated into IGT ADVANTAGE.





# TABLE MANAGEMENT



# Table Manager

IGT ADVANTAGE Table Manager is the most advanced and flexible table game solution in the industry. It reduces most pencil-to-paper tasks while maximizing comping accuracy, increasing productivity, and delivering compelling bonusing to table players.

- Increase productivity by requiring fewer personnel per table to focus on players
- Maximize profits with precisely allocated marketing and comp dollars
- Capture true game handle and reveal player betting patterns
- Focus on game protection and customer service rather than monitoring and recording wagers



Table game rating automation is easier than ever, because players can now card in and out using Cardless Connect on their mobile phones\*. Table Manager opens the rating on card-in. Floor staff manage the rating the same way as any other player.

The system closes the rating on card-out, which can be as simple as the player walking away from the table.

Once carded-in, the player can request a cashless buy-in, which is then fulfilled by pit staff, driving additional table games play.

\*Requires a minimum of one Near Field Communications (NFC) tag per table

## Cashless Transfers to Tables

Give your table games players the same cashless convenience you offer your slot players. Table Manager's integration into the Resort Wallet cashless solution provides a seamless way for players to access their Cashless Wagering Accounts without leaving the table.

With Table Manager, a player can open a carded rating using either their plastic player's club card or their mobile phone (at a properly equipped table). The player requests a cashless buy-in from the pit personnel. The Pit Section module makes a cashless withdrawal from the player's Cashless Wagering Account and prints a receipt for the patron to sign in lieu of entering a PIN.

For ease of adoption by your pit staff, the process mimics that of marker issuance through Table Manager.



\*Player signs receipt instead of entering PIN



# CAGE AND TABLE ACCOUNTING



Processing table information, including markers, front money, chips, checks, foreign currency exchanges, and inventories, is simple with a user-friendly, touchscreen interface. Robust customer credit functionalities like bank rating, credit tracking, and check process features result in better, more accurate credit decisions.

### Credit and Collections

Save time and money with the integration of IGT ADVANTAGE Cage & Table Accounting and Central Credit systems.

IGT ADVANTAGE Cage & Table Accounting system now works directly with Central Credit to look up players and deliver all the information you need. Simply look up your player and receive reports from Central Credit directly to the IGT ADVANTAGE system.

Multi-site credit functionality, available exclusively with IGT ADVANTAGE, allows players to establish credit at a single site and access it throughout any additional sites within an enterprise.

### Rebates and Commissions

Flexible program configuration options and detailed tracking of turnover and loss combine to provide more accurate calculation of commissions and rebate awards. Add robust reporting and administration tools, and you gain an all-inclusive solution that increases efficiency and improves the management and profitability of your table game junket programs.

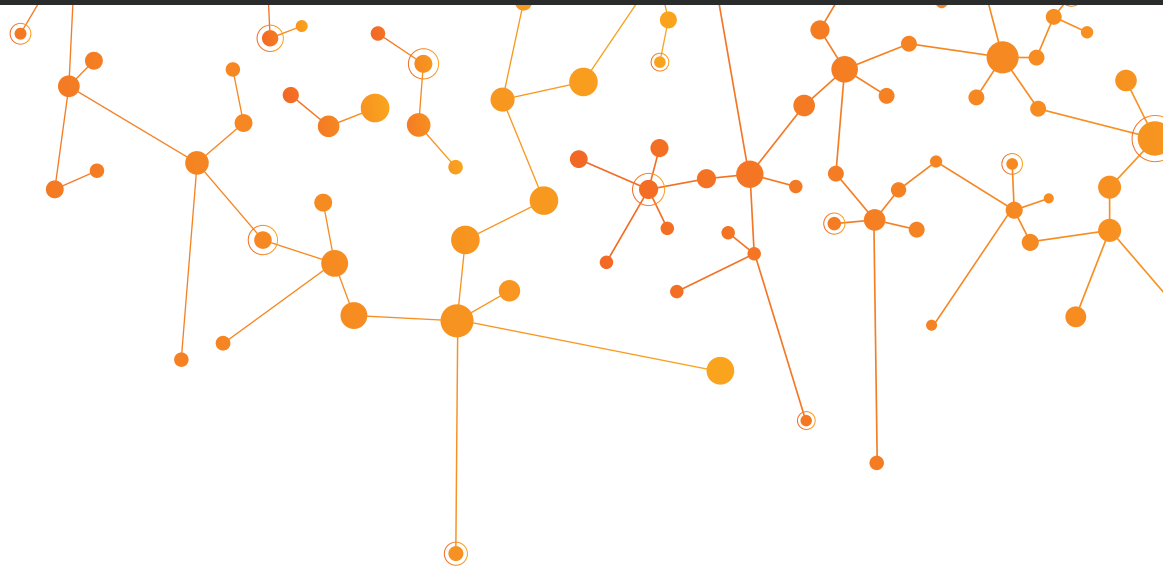
- Streamline management of programs, promoters, and agents
- Accurately calculate commissions and rebates with exact turnover and loss
- Attract promoters with comprehensive tracking, from configuration through settlements
- Increase efficiency and reduce operational costs

“IGT ADVANTAGE has definitely helped all our employees do their job better.

At the cashier station, we've gone from 12 computers down to one.

The drop process is much quicker, paper work has decreased, and we've seen fewer shortages.”

*-Miami, OK*







**MOBILE**



With IGT ADVANTAGE, your players and employees will have new and innovative ways to interact.

**Mobile Player** is the modern way to let your player have all of their needs met on the convenience of their mobile device.

**Mobile Employee** is the best way to identify hot and/or new players, as well as decrease response time to players who need an employee assistance.

## Mobile Player



### Cardless Connect™

*Cardless Connect* allows your player's smartphone to become their loyalty card. Players simply tap their phone to any gaming machine to card in, reducing barriers to play and increasing the velocity of money on your floor. The technology helps streamline the card-in process at properly equipped EGMs on the floor. This provides increased convenience for players, since most patrons (especially younger ones) take their mobile phones everywhere. *Cardless Connect* now supports two-factor authentication, for additional security.

In addition, players who lost or forgot their card are able to initiate carded game play without having to divert to the player's club booth to get a new card. For the operator, *Cardless Connect* reduces overhead associated with managing the player's club booth associated with printing and reprinting cards.



# Mobile Employee

“IGT’s Mobile Responder has helped us improve our response times to floor events by 75% in most cases and as much as 90% in others. Our staff loves it, since they can be more efficient, and our players are happy to get quick resolution to their issues.”

*-Valley View Casino and Hotel*

## Mobile Responder



Increase floor uptime with a mobile system that keeps you and your employees in control. IGT’s Mobile Responder automatically recognizes and reports events from the casino floor and increases responsiveness with our new drive-by re-routing feature. Staff can accept and resolve tasks en route to another issue just by carding in to the EGM, increasing customer satisfaction and returning players to game play quickly.

- Accelerate response time to guests with detailed, real-time notifications
- Improve floor health and increase coin-in with proactive maintenance
- Evaluate staff efficiency with KPI tracking
- Cardless EGM access for slot attendants using *Cardless Connect*

## Mobile Host



Empower your Players Development team with helpful hosting tools in the palm of their hand. Identify and register uncarded players and cater to hosted players from one simple app.

- Increase database growth by enrolling uncarded players directly at the machine
- Maximize carded play with a real-time player overview to help hosts cater to players
- Improve customer service by providing service directly at the machine
- Measure success with real-time player registration statistics
- To further streamline the cashless experience for players, Mobile Host now supports creation of cashless wagering accounts





### Mobile Jackpot



Keep your players at their favorite machine and empower your staff to process fills and jackpots at the device. A staff member simply logs in to the Mobile FJP app on a Android/iOS device to take care of handpays, including W-2G processing, and fills directly at the machine, without having to travel back to a kiosk or terminal.

- Enhance the player experience with prompt customer service at the machine
- Increase time on device
- Reduce time spent on administrative tasks

### Mobile Notifier



Don't miss a beat with Mobile Notifier's real-time push updates of the KPIs and events that matter to you and your team. Instead of waiting for a weekly report to measure success, leverage real-time notifications to proactively create it. Subscribe to KPI tracking or event alerts to quickly provide excellent service, increase security, or double-check anomalies.

- Shift from reactive to proactive management
- Decrease response time to major events
- Make faster business decisions with real-time notifications

### Mobile Dashboard



Where Mobile Notifier gives you a quick snapshot of your KPIs, Mobile Dashboard puts that notification in context. Whether you need to track performance over time, against a specific time period, or within a casino area, Mobile Dashboard gives you the full picture of your indicators on any mobile device.

- Shift from reactive to proactive management
- Make faster business decisions with real-time floor KPI's

### Mobile Voucher Redemption



Serve your guests at the slot machine with IGT's Mobile Voucher Redemption. This mobile application enables casino cashiers to scan and redeem vouchers from their smartphones as well as conduct payouts on the floor, reducing cage lines and wait times while improving customer service.

- Redeem ticket vouchers from a mobile device
- Manage ticket redemption history and access running totals
- Manage ticket redemption receipts and send receipts to guest by mail or SMS
- Manage and update pocket balances for cashiers during redemptions





**CASHLESS**



# Resort Wallet™

IGT pioneered cashless wagering with the *EZ Pay™* system making TITO the operating standard for two decades. Now, IGT has taken the cashless wagering concept to a whole new level with *Resort Wallet*; the industry's only fully integrated, turnkey cashless solution.

## Tailored to your business and your players

IGT offers two flexible variations of IGT's cashless offering: cardless and carded.



### Carded Cashless

Using a casino-branded loyalty card, players load cash into a secure Cashless Wagering Account from either the casino cashier, kiosk, or any slot machine, and access those funds from any slot machine, electronic table game, or kiosk using the card.

- 1 Player cards-in and accesses cashless wagering account.
- 2 Player selects value to transfer (on player tracking display).
- 3 Funds transferred



### Cardless Cashless

Using an app on a mobile device to access a Cashless Wagering Account, players load cash into the account from either the casino cashier, kiosk, or a slot machine, then tap their smartphone on a slot machine or table game to card in. They can then transfer funds between slot machines onsite, as well as between a casino's sister

- 1 Using casino player app, player cards in using *Cardless Connect* and accesses Cashless Wagering Account.
- 2 Player selects value to transfer (on mobile device using *Resort Wallet*).
- 3 Funds transferred

## Cardless Connect

In addition to facilitating the Cardless Cashless experience, *Cardless Connect* enables players to see their current *Point Play* and *Xtra Credit* balances on their mobile phone.



cardless connect

## Marker Trax External Funding

IGT has extended your Resort Wallet feature set with integration into Marker Trax advanced digital casino marker technology. Qualified slot players experience a five-minute approval process via the mobile app or online. Once approved, funds are accessed at the EGM via the player loyalty card and associated pin number. Conveniently downloading funds using the Service Window or NexGen display, the player has access to this NEW funding option. This integration lowers the risk of players walking with the casino's money, as funds are collected at the end of each gaming session. This fully integrated solution eliminates multiple friction points related to the current casino credit management process.





### IGTPay™

With IGTPay, *IGT ADVANTAGE* is the only CMS in the market today that offers a fully integrated payment gateway. Since 2013 IGTPay has been providing payment services to multiple forms of other gaming activities, such as Lottery and iLottery, iGaming, VLT, and sports betting. And, since 2018, the Payments team has processed more than \$1 billion in payments. We offer additional services with *IGTPay*, including

Merchant of Record, vendor/funds management, risk management, and player contact center services.

### Funding Cashless Wagering Accounts

The player's Cashless Wagering Account can fund both carded and cardless variations:

- Digitally through external sources via *IGTPay* such as bank accounts, credit cards, debit cards, or eWallets
- Through cash deposits at the casino cashier, kiosks and slot machines

- 1 Transfer funds from an external source and into the Cashless Wagering Account using *IGTPay*.
- 2 Using a mobile device or a player's card, players card in and access their cashless wagering account.
- 3 Player selects value to transfer (on mobile device or player tracking display)
- 4 Funds transferred

### PlayHelp External Funding Player Support

Operators who choose *IGTPay* external funding have the option to offer their players additional cashless account assistance through PlayHelp – IGT's chat, email, and phone-based player support service. The service, which has been in use since 2019, provides assistance directly from the player's mobile phone:

- Request information about the cashless wagering account using real-time chat
- Email or call an IGT service center for assistance with the cashless wagering account
- Upload documentation as needed

Only IGT offers this level of player support with our external funding gateway.

# EZ Pay

Increase coin-in and decrease costs with CMS-agnostic *EZ Pay* products. From traditional ticketing to mag cards solutions, cashless products increase player loyalty and make the gaming experience seamless. *EZ Pay* products include TITO, Purchase Tickets, Promo Tickets, and Mag Card.

## Promo Tickets

Attract new players and provide valuable rewards with IGT *EZ Pay* Promo Tickets. This easy-to-implement add-on feature to your existing IGT *EZ Pay* ticketing system takes your marketing efforts to a new level.

- Lower marketing costs by eliminating promotional dollars that walk out the door
- Drive play during slow periods by limiting redemption to specific days and/or hours
- Increase club sign-ups by using Promo Tickets to reward uncarded players







# ANALYTICS



# Analytics

## Standard Reporting

IGT's systems are fully compliant with regulatory reporting requirements and include hundreds of reports to help you manage your bottom line. The system uses Microsoft SQL Server Reporting Services (SSRS) to generate its reports. SSRS also provides the ability to easily write custom reports. All reports can be exported in a variety of file formats (XML, CSV, PDF, Excel, and more) for business analysis.

## ADVANTAGE Analytics

ADVANTAGE Analytics, gives your management staff point-and-click access to important data that encompasses all aspects of the casino floor, including slots, table games, and player data:

- Display of information tailored by stakeholder role — Performance Analyst, General Manager, Slot Director, Lead Technician, Manager, Audit, and more
- Dashboards, heat maps, and other visual tools
- Enhanced 2D and ultra 3D graphical analysis:
  - Multi-point financial color coding and text information views provide an extra dimension of analysis
  - Ability to launch quick dialogs, pivot tables, and reports from within the graphical environment
  - More versatility and analysis options for the end-user

ADVANTAGE Analytics provides access to your enterprise's gaming data using standard data warehousing technologies.

## Flexible, Customizable Toolset

ADVANTAGE Analytics uses customizable dashboards, reports, and backend datasets for maximum flexibility. While ADVANTAGE Analytics utilizes a standard database format to drive the product's features, it can be modified to incorporate any data from an accessible database.

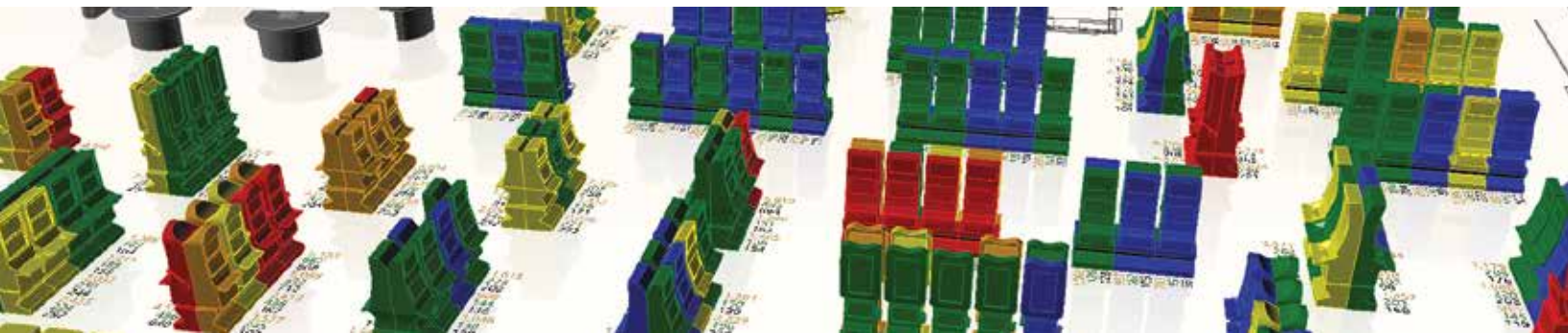
Your data needs always require the support of deep and varied set of reports. ADVANTAGE Analytics delivers reporting through SQL Server Reporting Services (SSRS), Power BI, and a series of dashboards. Reports can be automatically generated and emailed to groups or individuals.

## Floor Visualization

The floor visualization is more than a map of the floor:

- Slot machines and tables can be colored or highlighted based upon any metric in the ADVANTAGE Analytics database
- Gaming devices can be colored to show absolute performance (coin in between X and Y in yellow, over Z in green) or relative performance (top 5% of slot machines in red, bottom 5% in blue)

The map directly integrates reporting and game play data. Gaming devices display with pop-ups with historical performance along with configuration data, and more. Key metrics, like Theoretical Win, can be shown next to individual devices or aggregated for banks. Players can be analyzed by the machines or themes they play. The spectrum of tools available to users is broad and the available insight is deep.





**SUPPLEMENTAL**



# Hardware

AVENTO means the arrival of a notable thing or something new. We've brought that thought process to in-game hardware with a streamlined, software-driven approach. This reduces dependencies on components that may eventually go "end of life" by their manufacturers and makes it easier to add features over time.

## AVENTO

AVENTO is designed to use state-of-the-art hardware, including an Intel Elkhart Lake Celeron 4 core 1.8Ghz processor, Intel AUHG Graphics, a 32 GB SD Card for memory, and 4GB of RAM. The hardware also supports 1080p video playback.

- Easy upgrade from the sb NexGen II as a drop in replacement
- Enhanced security with Windows 10 operating system
- Future proof design with modern components such as the Intel Central Processing Unit
- A more powerful 3D accelerated graphics platform that can provide richer system-generated 4K premium bonus content
- User friendly design that will support ease of install, identification, connections, and updates when required

## Universal Game Adaptor (UGA) and 4KUGA

UGA easily deploys Service Window on non-G2S games from any manufacturer delivering a compelling and consistent player experience. Service Window is the best way to enhance communications and deliver exciting applications to players. IGT now offers two UGA formats; the standard UGA is ideal for deployment into 1080p screens while the 4KUGA is used specifically for machines that have 4K screen resolutions.

- Increase efficiency of messaging systems
- Low total cost of ownership
- Consistently brand every screen in your casino
- Extend the life of classic games



# Interfaces

*We play well with others.* The open design of the IGT ADVANTAGE system means it can integrate with a variety of third-party systems using standard interfaces. This includes point-of-sale (POS) systems, hotel reservations systems, kiosks, websites, and more. These interfaces are sold as one bundle.

- **Access Control:** Provide exclusive access to areas, such as parking, for your best players
- **Bingo:** Capture your guests' action on Bingo for point earning, comps, and more
- **CommHub** (Surveillance Event System): Part of the Core service and sometimes sold to third parties (for example Honeywell Camera systems) that need events from IGT ADVANTAGE
- **Hotel:** Allow your casino players access to all of their earned benefits while staying as a hotel guest. System connectivity (Agilysys, Oracle Micros, B4Checkin, Cenium and more are supported) allows your guests use their comps as they want and when they want while lodging on your property
- **Title 31:** Sends cash transactions from CTA and player ratings from Patron Management to Title 31 system
- **Point of Sale:** Used by InfoGenesis, Micros, Squirrel, and more, for comp accessibility or property-wide point earning and usage

The system also includes a standard API for any new interfaces you need, called the Advanced Marketing Interface (AMI). In addition to being the primary API for new interfaces, AMI allows players to access their club information when they log on to your website, app, or other digital experience while keeping your branding consistent.

The API suite has been modernized to include message encryption (TLS 1.2+) for increased security.



# Services

IGT believes that a variety of service capabilities are required to stay current with customer needs. These capabilities are developed through our intimate knowledge of casino operations and the best practices offered by such frameworks such as ITIL® and ISO.

While we believe these capabilities will continue to evolve to meet the expectations of the technology we develop and deploy, we also believe that these capabilities must translate into tangible services that our customers can consume.

Our services portfolio includes the following options:

- Solutions Architecture to ensure your system hardware is properly sized and configured to meet your needs
- Project Management to make sure the installation and go-live processes go smoothly
- Training for go-live and on an ongoing basis
- Application and Platform Services to help configure your system to meet your needs
- Managed Services, including IGT SystemWatch, SystemCare, and System Maintenance
- Customer Success to assist in driving additional business value and manage communications with key IGT personnel after project go-live





Visit [igt.com/systems](https://www.igt.com/systems) to learn more

©2021 IGT. Except where ownership is otherwise identified, the trademarks used herein are owned by IGT or its affiliates, may not be used without permission, and where indicated with a ®, are registered in the U.S. Patent and Trademark Office. Artwork, descriptions, game play, photographs, videos, and other product details depicted herein are subject to change.