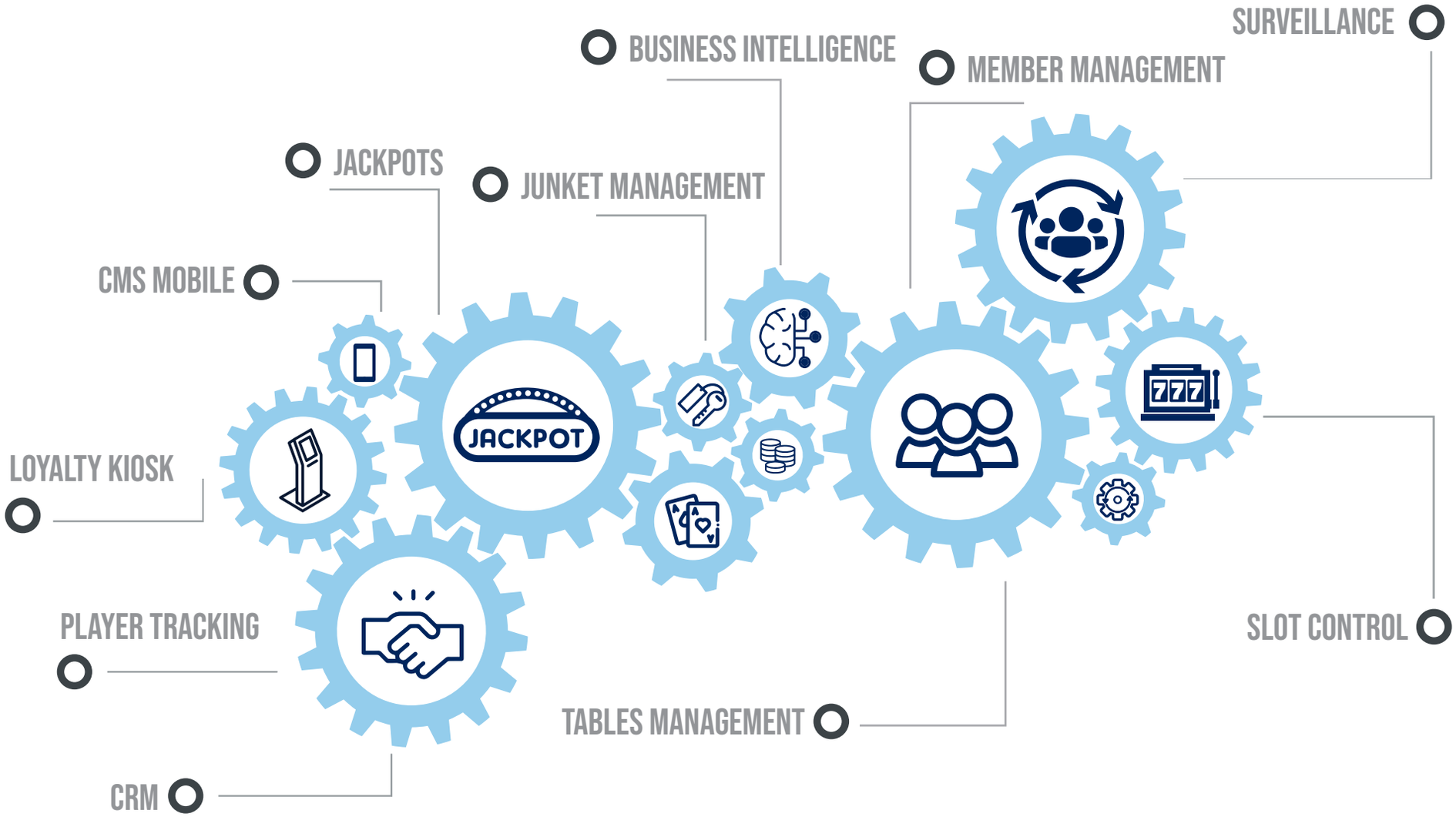
ONE SYSTEM
UNLIMITED POSSIBILITIES

myACP
CASINO MANAGEMENT SYSTEM



26
JURISDICTIONS ON 4 CONTINENTS

ALMOST
1,200
LOCATIONS IN MORE THAN 26 COUNTRIES

MORE THAN
20,000
INDIVIDUAL PLAYERS PER DAY

MORE THAN
300,000
FINANCIAL TRANSACTIONS PER DAY

MORE THAN
30,000,000
DATABASE TRANSACTIONS PER DAY

myACP is a modular casino management system that can be ideally adapted to meet the requirements of discerning casino operations and most international gaming regulations. The flexible system helps to improve operational excellence besides customer satisfaction and his highly suitable for large casino operations as well as small arcades. Thanks to its innovative and user-friendly design, almost 1,200 gaming locations in more than 25 countries already trust this powerful tool. It runs on a highly protected internet connection based on secure firewall and encryption, uses a highly secure data transfer protocol, provides a full information back-up of the database and offers the possibility of automated storage.

Constant development and system upgrades guarantee an ongoing efficiency improvement on the gaming floor, while also delivering a state-of-the-art customer experience for players. It is the proven and secure way to take control of your gaming operation, reduce costs and drive revenue.

FUNCTIONALITIES

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JACKPOTS

The system is capable of generating an unlimited number of Jackpots, both mystery progressive and event-driven ones. Specific time-driven Jackpots can also be generated. All Jackpots are easily configured. Special hardware and software solutions within the system guarantee perfect jackpot animation displays.

ONLINE SLOT CONTROL

This functionality gathers all EGM events online and stores these data in the database for an unlimited period of time. Any event detected by EGM sensors can be easily investigated or controlled via staff action.

ONLINE FINANCIAL ACCOUNTING AND REPORTING

The system collects values of all possible EGM meters online, stores all data in the database and provides timely accurate financial reports, either standard or customized.

FUND TRANSFER SOLUTIONS (TITO/CASHLESS)

In addition to the traditional coin acceptors/hoppers and bill validators, this module supports cashless operations based on magnetic stripe or RFID cards, as well as TITO solutions. This ensures an increase of speed in win payment processes and eliminates possible cash-related handling problems.

FUNCTIONALITIES

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CRM

The CRM module aims to support the 'casino-to-customer' relationship, based on data related to the customer's activity. This module processes the total of available information so that the customer is served in the best way possible.

MEMBER MANAGEMENT/RECEPTION SYSTEM

The *my*ACP system covers the requirements of a member entrance. It processes the registration of player data in a quick and easy way: issuance of member card, optional ticket vouchers for entrance/activities within the casino, member categorisation and powerful attendance reports.

PLAYER TRACKING

The *my*ACP Player Tracking functionalities allow the operator to create a complete member profile to evaluate each member's playing activity (visits, play time, average bet, theoretical and actual win/loss, points accumulated, etc).

LOYALTY KIOSK

The system contains a multilingual interactive loyalty and information application that delivers an easy and exciting way to improve customer service. It saves operators significant amounts of time and money by combining host, reception, attendant and guest service functionalities, and reduces queues at service desks.

FUNCTIONALITIES

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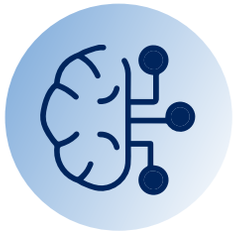
CASINO MANAGEMENT SYSTEM

LOYALTY PROGRAMS

The system supports you in creating specific customer loyalty programs. The functionality is based on the player's member card or fingerprint identification. Depending on the number of loyalty points collected, clients can be provided with a wide range of additional benefits. Special treatments to key customers can also be developed with this flexible casino management system.



BUSINESS INTELLIGENCE

This casino management module provides multidimensional, customizable analysis of business data to support the casino management decision-making process. Information can be analysed in many different levels of detail. This leads to desirable and valuable knowledge, forming the basis for timely decisions.

TABLES MANAGEMENT

The Table Management functionalities cover the accounting of all transactions concerning tables, provide a calculation of table results on a daily basis and cover all aspects of managing and monitoring live games within a casino. The information derived based on the particular procedures and regulations imposed by regulatory bodies or desired by the casino management.

CAGE MANAGEMENT

The Cage Management functionalities cover all financial transactions from all stations within the casino and monitor all monetary (cash, chips, credit, etc.) transactions within a gaming venue. This is done in a fully parametrical approach that allows adaptation to specific operating procedures and the auditing of transactions through comprehensive consolidation reports.

FUNCTIONALITIES

myACP
CASINO MANAGEMENT SYSTEM

CMS MOBILE

The CMS Mobile system application, which runs on any web browser, is a powerful tool in the hands of casino managers and hosts. It provides real-time gaming information and results via mobile phone or tablet devices. No matter whether inside or outside the casino, access to real-time data is available and decisions can be made.

JUNKET MANAGEMENT

This tool creates a comprehensive evaluation report of expenses made for each member (transport, accommodation, food and other conveniences).

SURVEILLANCE

*my*ACP gives the casino management the opportunity to control individuals entering the premises, in order to deny access to guests with a record of illegal behaviour. The tool also gives immediate notification on specific events within the casino premises, such as transfers of significant amounts of money or large bets placed by customers.

THIRD PARTY SYSTEM INTEGRATION

The *my*ACP system is fully compatible with hardware and software of other providers.

MODULES/FEATURES

SLOTS

- Slot accounting
- Fund transfer (TITO or/and Cashless)
- Multi-currency operation
- On line slot control
- Mechanical meter support
- Real time slot monitoring
- SAS and other protocols support
- Slot Repair tracking

- Asset management

- Jackpots (Mystery, Progressive)
- Jackpots (Event Driven, Wide area)
- Jackpots (Happy Hour, Lucky chance)
- Jackpot video & multimedia streaming

- Player tracking
- Promotional credits (Cashless or Ticket)

- GDPR compliance

- Daily operation reports
- Financial/Auditing reports
- Management reports
- Regulatory reports

TABLES

- Table accounting
- Fixed/Rolling/Mixed operation
- Multi-currency operation
- Hourly/Shift estimates
- Multi chip sets
- All table types
- Flip tops

- Player tracking
- Promotional chips
- Real time tracking control
- Silent alarms / Barred members alerts

- Junket tracking
- Baccarat rolling programs

- Inspectors & dealers logging
- Real time table/player float
- Markers
- RFID ready
  GDPR compliance

- Daily operation reports
- Financial/Auditing reports
- Management reports
- Regulatory reports

MEMBERS

- Multi-venue
- Registration
- Auto registration
- Check in / Check out
- Ticketing
- Entrance promotions
- Player tiers
- Loyalty

- VIP members monitoring
- Surveillance monitoring

- Responsible gaming
- Consent management
- AML compliance
- Self-exclusion
- Casino barred list
- Government barred list
- Duplicate members matching
- Audit trail & data logging
- GDPR compliance

- Daily operation reports
- Financial/Auditing reports
- Management reports
- Regulatory reports

CAGE

- Multi venue management
- Credit management
- Banks management off-line
- Table & Slot transactions
- Balance/ Handover

- Multi-currency transactions
- Multi-currency consolidation
- Multi-station operation
- Multi-chipsets
- Multi-level access

- Unlimited stations & transactions
- Foreign exchange management
- Credit card management
- Cash/Chips/Checks/Bonds/IOUs
- Transaction limits & approvals
- Customized print slips
- ATM integration
- AML compliance
- GDPR compliance

- Daily operation reports
- Financial/Auditing reports
- Management reports
- Regulatory reports

CRM

- Campaigns/events management
- Call center
- Junket management
- Hospitality / Transfer management
- Player credit
- Discounts / Cashbacks
- Expenses control

- Host mobile assistant
- Multiple point baskets
- Entrance e-coupons
- Instant messaging
- Lotteries
- Loyalty kiosk

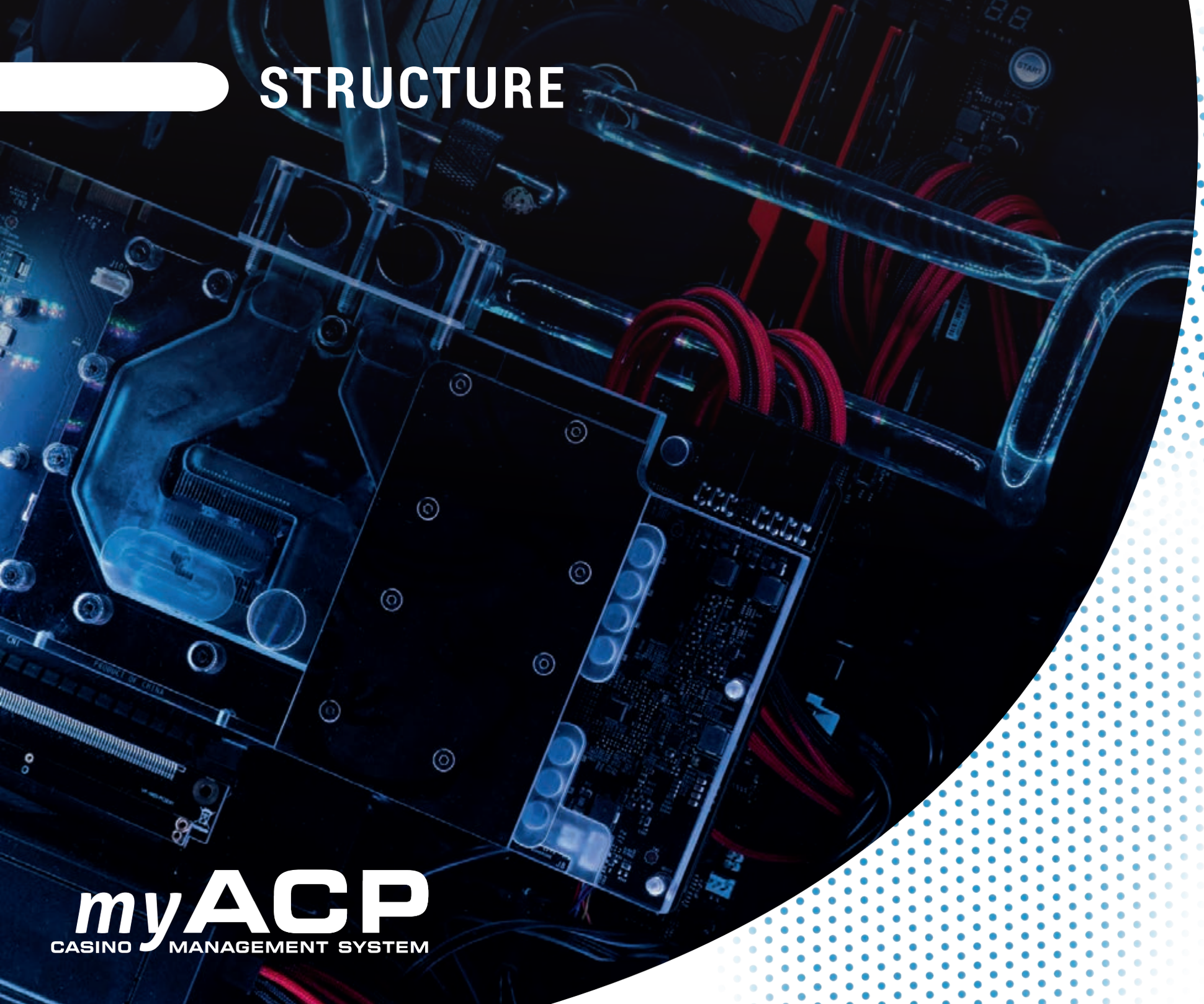
- Multi-venue
- Dynamic player categorization
- Multi level player cards
- Player evaluation
- Customizable KPI's
- Relations management
- GDPR compliance

- Daily operation reports
- Financial/Auditing reports
- Management reports

BI - ADVANCED ANALYTICS

- Business Intelligence
- Dashboards
- KPI's
- Casino overview – Mobile
- Report designer

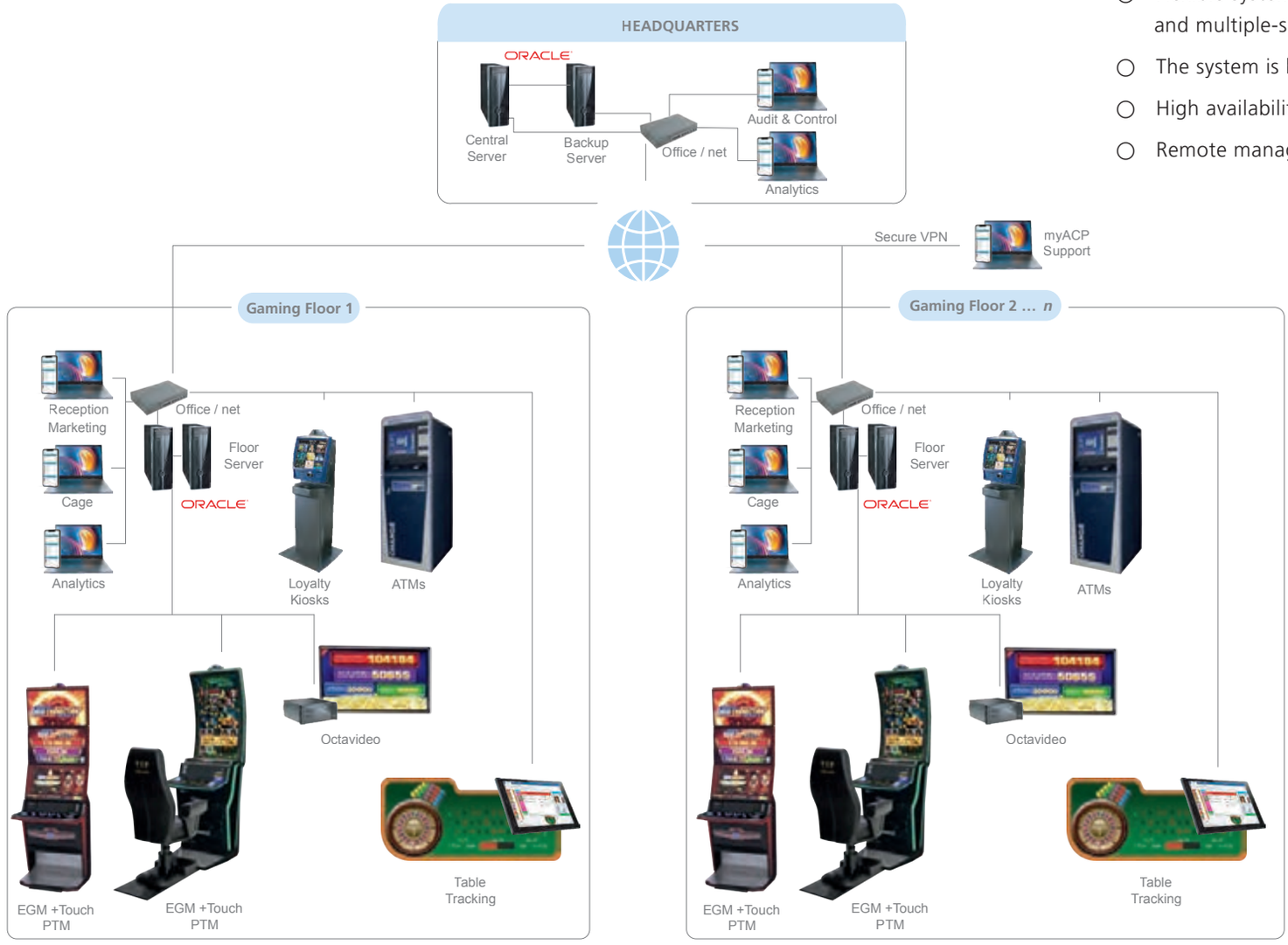
STRUCTURE



myACP
CASINO MANAGEMENT SYSTEM

KEY FACTS

- Flexible system structure to satisfy both single- and multiple-site operations
- The system is hardware provider independent
- High availability solution
- Remote management



COMPLIANCE

myACP
CASINO MANAGEMENT SYSTEM

Countries and regions, where *my*ACP is GLI certified or meets local technical and compliance requirements:

Europe

Austria
Belarus
Bosnia
Bulgaria
Croatia
Cyprus
Georgia
Gibraltar
Hungary
Lithuania
Macedonia
Spain
UK

Americas

Illinois
(U.S. state)
Argentina
Colombia
Jamaica
Paraguay
Peru
Trinidad Tobago

Africa

Ghana
Ivory Coast
Seychelles

Asia

Laos
Northern Mariana
Islands (CNMI - U.S.
commonwealth)
Vietnam

GDPR support – technical measures implemented in *my*ACP:

- ○ Data minimization
- ○ Data integrity and confidentiality
- ○ Consent to data processing
- ○ Withdrawing of consent to data processing
- ○ Right to be forgotten
- ○ Right to data portability
- ○ Data pseudonymization and encryption
- ○ Records of data processing

AML:
Anti-Money Laundering Directive (EU)
No. 2015/849 (4th AMLD)

The system can also be audited by third party auditors or organizations thanks to following integrations:

- ○ Audit logs
- ○ Audit trails
- ○ Checksums over critical files
- ○ Versions control

AMLcheck

EU GDPR COMPLIANT

Gaming Labs Certified

Q&A

JACKPOTS

What type of jackpots are supported by the system and how do their budgeting and configuration intersect with other marketing events?

*my*ACP connects to a wide raft of slot machines and games throughout the industry's SAS protocol. The jackpot types, available through SAS protocol and supported by the system, represent money prizes accumulated at the expense of the casino, which – as a rule – unite several gaming machines and are drawn within one (Local Jackpot) or several (Wide Area Jackpot) gaming locations.

The winning amount can be 'Fixed' (which can also be a non-monetary prize) or 'Progressive' and is fully configurable by the casino along with the other jackpot parameters.

Any particular jackpot event could be budgeted and targeted to a specific casino venue, slot machine or game group, member level profile, time frame, average bet, and linked to another marketing event or points accrual program. The system features Local Mystery and Progressive Jackpots, Lucky Chance Jackpots as well as Wide Area Jackpots, complemented by an attractive themes library, designed and produced with full HD graphics, suitable for multiple indoor and outdoor signs and displays.

ONLINE SLOT CONTROL

Does the system generate comprehensive analytics and reports for multi-site operations?

*my*ACP is designed to work efficiently in single sites, large casino properties as well as in multiple-venue networks. The system's architecture establishes VPN connections between the central and floor servers and develops a seamless multi-site operation at a corporate level.

The system analytics are delivered at different operations and management levels, depending on the business mission and structure of the operator. *my*ACP serves as a database for the business intelligence tool across all operation sites, but also generates dashboards, venue, cash flows, events, players and jurisdictional-specific statistics as well various reports including multi-game performance analysis per machine, venue, vendor and many other criteria, determined by the management.

ONLINE FINANCIAL ACCOUNTING & REPORTING

Does the system provide real-time audits for the floor?

The system modules are configured to generate comprehensive, pre-defined reports in real-time for the financial and technical KPIs, as well as live floor management and monitoring of the slot game play and players' activities. The real-time reporting templates are eligible for customizations and formatting both to facilitate the daily casino workflow, but also to comply and communicate with government-controlled systems.

• • •

The Regulation provisions include a mandatory up-to-date register of the licensed gaming equipment, respectively the approved hardware and software platforms, serial numbers and software versions. How does the system comply with the regulation and are there any manual data input operations required?

The system treats all slot machines and ETGs as assets and maintains all equipment related data according to the industry standards. *my*ACP automatically recognizes the software platform (multi or single game), version, check sum, game parameters settings - installation date, serial number of the hardware platform/ PC board, credit value, theoretical RTP, max bet, peripheral devices and other configuration data communicated via SAS protocol. The manufacturer, model, serial number and floor position of the machine are subject to a one-time registration during the initial set-up.

FUND TRANSFER SOLUTIONS (TITO/CASHLESS)

Is there an extended ticket control functionality, which correlates with the Cage, Player Loyalty and Promotions modules and ensures correct daily reconciliation reports when TITO is enabled?

The system works smoothly with cashable, non-cashable and promotional tickets, which are precisely generated, recorded and managed by the system. The system stores data for all redeemed and registered tickets and automatically reflects their monetary equivalent in the financial reports. Dedicated tabs, accessible through Web Interface, track the ticket's status and produce data of their liability, validity and redeem history.

CRM

Does the system allow the collection, storage and packing of customer-related knowledge?

At its core, the CRM and Loyalty functionalities of *my*ACP are about the shared values of the casino and the customer, which leads to a competitive advantage of the system within a saturated world of constant and never-ending promotions and sales. The CRM module automates the information-gathering process and accumulates customer data robotically, saving time.

The CRM module also facilitates better communication within the different departments (Marketing, Surveillance, Customer service, Member management, Slots and table operations) by means of dynamic data designation and automatic notification of specific customer-related activities, events or information.

Q&A

MEMBER MANAGEMENT/ RECEPTION SYSTEM

What parametrical definition is available with the Member Management/Reception Module and how does it comply with the GDPR law of the EU?

The member management and reception functionality of *my*ACP integrates the core features of collecting identification data for the visitors and players, as well as embodies registration and entrance control tools, either imposed by the regulatory body or desired by the casino management.

The parametrical definitions of the module cover fundamental rules for player categorization, assignment of the membership card, application of entrance rules, issuance of entrance and other event tickets, as well as a dedicated GDPR application, fully compliant with the mechanisms for the data protection and privacy for all individuals imposed by the EU law.

LOYALTY/PLAYER TRACKING

What are the benefits of the system with regard to the advanced management of the customer journey and the improvement of customer knowledge?

Using qualitative CRM data gleaned from interaction with the existing customers, insights can be gained on the casino's goals and challenges, as well as where customers spend money and search purchases. *my*ACP supports various methods of player tracking following the casino's mission and vision, as well as the preset casino operating procedures.

The Player Tracking module aims to create members' complete playing profiles inclusive - but not limited to - visits, play time, average bet, favourite games, theoretical and actual win/loss and many others, combined with the player's entertainment preferences and respective individual or group expenses related to transportation, accommodation, dining, customer care and other available services.

PROMOTION & MARKETING

How does the system satisfy the contemporary casino needs of better targeted, more effective and relevant marketing campaigns?

The system's marketing functionalities are built around three major pillars of effective marketing:

Customer segmentation
By means of a level status management, based on pre-defined and measurable player activity criteria.

Unique selling proposition
The system features an extensive bonusing module that can determine and manage a wide range of jackpots and points accruals, based on configurable formulas, assessing the individual customer's activity while playing slot machines or different types of table games, the relevant membership status, the number of visits and various key performance indicators assigned to the customer journey.

"As many as possible"
The system allows the integration of inbound and outbound marketing efforts into a single, cohesive strategy, covering the full range of products and services available at the casino venue including third-party systems and payment methods such as points redemption, cash or credit cards.

BUSINESS INTELLIGENCE

How are the data and system deliverables benchmarked throughout the decision-making process?

The gaming industry usability of the *my*ACP system is backed up by a database that provides structured information and the results produced can be voluminous.

The data base empowers the Business Intelligence module of the system, which presents historical, current and predictive views of the business operations in a SMART (specific, measurable, actionable, realistic, time-related) visual dashboard format "giving to the viewer the greatest number of ideas in the shortest time with the least ink in the smallest space". The predefined BI application sources are managed in an integrated enterprise approach, which facilitates the decision-making processes related to improving the organization and operation of services through parametrized business performance evaluation.

TABLES MANAGEMENT

Does the system feature a table monitoring and accounting module with reconciliation between the table closing report and the counting of the drop?

*my*ACP has full and detailed table monitoring and accounting modules. Web-based tools are developed and available for monitoring of the tables, transactions and player tracking on tables, real-time casino defined alerts related to table activities. After the standard operating procedure of closing a table system is finished, the system produces a reconciliation page (final close) for every table. In that report, all counting and 'trip' of a table are cited.

CAGE MANAGEMENT

Does the system register and manage all financial transactions related to the game play at the casino?

The system logs and monitors any monetary related transaction, defined by the casino operator and assigned to specific accounts (e.g. tables, slots, marketing, hotel, bank) and sub-accounts (employee, player, table, etc).

The seamless integration with the slot accounting system allows automated generations of cash movements and pooled management of cash, credits, deposits, payments for multi-station cage structure, both in a single- or multi- venue operation.

CUSTOMER SERVICE

myACP
CASINO MANAGEMENT SYSTEM

STANDARD SERVICE

- Pre-installation site survey, technical advice
- IT-infrastructure assistance (Hardware - eg. super prize draw, network structure etc.)
- On-site installation
- On-site staff training
- On-site Go-Live support
- After-sales system support 24/7 in EN/ESP/RU

SPECIAL SERVICE ON DEMAND

- Dedicated support of special events on-site (e.g. super prize draw etc.)
- System customization for government requirements or customer needs
- Jackpot parameters advisor
- 24/7 automatic system monitoring and preventive maintenance
- Operational audit

SATISFIED CUSTOMERS

"The system is used for the control of gaming machines, cash flows and the drawing of additional prizes – jackpots. The main difference with traditional installations is that the 3,000 machines are located in around 1,000 different arcades all around Spain, which requires a specific network infrastructure. Our company is fully satisfied with the technical capabilities of the *my*ACP system and the high level of support provided."

Javier Urban,
Technical Development Manager,
Casino Operation, Spain

"The effectiveness and simplicity of execution, processing and visualization of very complicated transactions through the *my*ACP system is recognizable at first sight, and this is one of the main assets of the product compared to others in the market."

Konstantin Dinev,
Owner and CEO, Casino Finix

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