

CUSTOMER CASE STUDY

New Mexico Casinos to Reduce Costs by 60% with Innovolt Technology



THE CUSTOMER

Just outside of Albuquerque, New Mexico, the Laguna Development Corporation (LDC) manages the Pueblo's gaming operations at three thriving casino properties. Located on the Laguna Indian Reservation, the three properties are Route 66, Casino Xpress, and Dancing Eagle. These popular destinations entertain customers with a wide variety of games, restaurants, and retail stores.

Revenues generated on all three properties are vital to the well-being of the 8,000 member tribal community living on Laguna Indian reservation. With LDC's earnings, tribal members are able to receive services such as community wellness, education, elderly care and environmental protection.

— “ —

With Innovolt I'm expecting a 60% decrease in my parts and replacement budget next year.

— ” —

— Jeffery Inman, director of slot operations
for Laguna Development Corporation



THE CHALLENGE

With more than 2,300 slot machines spread across three casino properties, LDC has a large investment in gaming equipment and relies on them to bring in revenue. If a slot machine is down, it can't make money which has an impact on the bottom line. Additionally, games were suffering from expensive maintenance issues including premature component failures requiring replacements of CPUs, monitors, panels and power supplies. In fact, a monitor replacement could cost as much as \$3,000 apiece.

Many times, LDC could correlate machines malfunctioning due to a power disturbance and found that the damage resulting from one power strike could cost up to \$70,000 in repairs alone. Additionally, customers were disappointed when they came to the casino for a night of entertainment and were unable to play their favorite game.

As slot tech manager, Dana Dubois' job is to keep LDC's games running smoothly.

"Customers feel like our slot machines belong to them," said Dubois. "When the slots are not up and running, customers 'point the cross hairs' right at me."

THE SOLUTION

Recognizing the need to improve the performance of gaming equipment and help keep costs down and customers satisfied, LDC sought a solution to protect its slot machines and increase reliability. LDC partnered with Innovolt to conduct a pilot to ensure the viability of the Innovolt technology.

A subset of slot machines had the Innovolt technology installed. Immediately, the casino saw an improvement in slot machines using Innovolt. While other machines experienced outages and expensive maintenance issues, the devices running on Innovolt technology did not experience a single issue. If a power abnormality occurred, Innovolt's advanced circuitry immediately isolated it, thereby preventing harm and keeping LDC's games operational.

Given the overwhelming success of the pilot, LDC has rolled out the Innovolt technology on all of its slot machines. Additionally, they are considering other applications including digital signage, point-of-sale systems and IT equipment.

BENEFITS

On day one, Laguna was able to see an immediate improvement in the performance of their machines. Games using the Innovolt technology simply didn't go down or experience any disruptions while other machines suffered from expensive damage. By partnering with Innovolt, LDC will be able to improve the uptime and lifespan of its gaming equipment while also reducing costs and keeping customers happy. Based on results to date, they expect the following benefits:

- 60% decrease in parts and replacement budget
- Increased coin-in revenue by improving the reliability of games
- Improved player satisfaction and casino loyalty
- Protection from power anomalies that were previously expensive and destructive



— “ —

Working with Innovolt has been great for us. The reason I'm so hungry to roll out the technology is I won't have to worry about games going down.

— ” —

— Dana Dubois, slot tech manager
for Laguna Development Corporation

About Innovolt

Innovolt® combines patented electronics protection technology with comprehensive monitoring and analytics applications to deliver the leading Intelligent Asset Management platform. Significantly reducing the cost of electronics ownership, Innovolt intelligently protects and manages the productivity and usable life of the technology that powers today's digital world. The company's proven solutions guard expensive and sensitive electronic assets against the damaging effects of power disturbances while simultaneously giving businesses the tools they need to predict, measure, and maximize their performance across the distributed enterprise.