

# IGT Leads the Charge in Helping Casinos Redefine Safety and Convenience

## Post-reopening, cashless and mobile systems technology can advance the player experience

**F**rom bet buttons to door handles to dollar bills, casinos are inherently tactile environments. As U.S. casinos emerge from a two-and-a-half-month pandemic-induced shutdown, social distancing and sanitization continue to be their top priorities. It's a high-stakes challenge in an industry built around attracting large volumes of visitors.

Operators need as much help as possible to comply with new safety standards, recover from the shutdown, and stand apart from their competitors. The good news? Technological advances already exist to help properties meet stringent new health and safety requirements, while simultaneously improving casino liquidity, efficiencies, and player engagement.

"It's essential for casinos to create an atmosphere where players feel confident that they can enjoy themselves without worrying about their personal safety," said Ryan Reddy, IGT Vice President, Global Systems and Payments Products. "Since well before the pandemic, IGT's systems portfolio included cashless and contactless solutions to foster a modern and more convenient play experience. Those innovations are now vital to helping our casino customers meet and exceed their commitment to player and employee safety."

Once considered a way to reach tech-savvy players, the cashless and mobile offerings in IGT's systems portfolio help to reduce the amount of contact and cash handling players experience at slot machines and other gaming devices. In addition, IGT offers technology

that enhances social distancing protocols by minimizing the number of people gathering in line-ups, while also giving casinos the option of facilitating timely, frequent machine sanitization.

### CARDLESS AND CASHLESS, SIMPLE AND SAFE

Millions of consumers are accustomed to making everyday purchases, payments, and other transactions securely on their mobile phones. As regulatory approvals for cashless gaming continue to expand across the globe, casinos in those jurisdictions can create the same type of mobile experiences for their players, offering effortless access to their Player's Club, game credits, and electronic funds for slot play.

Where players would typically insert their physical Player's Club loyalty card into a slot machine to accrue points and redeem offers, IGT's Cardless Connect module eliminates the need for a membership card by making the smartphone a loyalty card. Players simply tap their phone to any Cardless Connect-enabled gaming machine to card in. They can then transfer game credits between the slot machine to their phone with just a few taps, and apply

those credits at the next game. When the player leaves the slot machine, the app automatically cards them out. For casinos using Ticket-In, Ticket-Out (TITO) technology, which replaces cash with paper vouchers, the electronic transfer of game credits can significantly reduce the need to print and handle paper tickets.


IGT's Resort Wallet solution provides players with a secure digital wallet, offering a convenient cashless solution at the slot machine. With Resort Wallet, operators have the flexibility of offering carded cashless play, or mobile cashless play via Cardless Connect, or both.

Players can use their Player's Club card, or a casino-branded Cardless Connect-enabled app, to load cash into a secure digital wallet from either the casino cash desk or any slot machine, and access those funds from any slot machine with a tap of their phone. They can then seamlessly transfer funds to and from their wallet, as well as to and from their favorite enabled slot machines.

IGT's Resort Wallet gives players effortless access to funds for slots and table games fun, and the ability to use it for sports betting, retail, and food and beverages will



**IGT's Resort Wallet™ with IGT Pay cashless solution transforms the player's smartphone into a mobile digital wallet, enabling players to effortlessly make cashless transactions on gaming devices and minimize cash handling for a safer, more convenient gaming experience.**

PRODUCT	SOCIAL DISTANCING BENEFITS	SANITIZATION BENEFITS
<b>IGTPay</b>	✓ Removes the need to stand in line at ATM and Casino Cage/Cash Desk	✓ Removal of cash from casino floor minimizes cash handling
<b>Resort Wallet™</b>	✓ Reduces the need to interact with Casino Cage/Cash Desk	✓ Reduce cash handling and ticket printing
<b>Cardless Connect™</b>	✓ Reduces need to interact with Players Club personnel	✓ Reduces the need to handle plastic Players Club card
<b>Taxable Accrual</b>	✓ Reduces the need to interact with players and casino personnel	✓ Reduces the need to handle forms and pens
<b>Mobile Responder</b>	✓ Minimizes in-person interaction between employees and guests	✓ Sanitize Machine notification for regular sanitization of EGMs
<b>Mobile Accounting</b>	✓ Disables every other EGM to increase space between players	✓ Inactive EGMs can be sanitized 

be added very soon. While reducing players' need to carry and handle cash, it also helps shorten ATM line-ups on the property for improved social distancing.

## EXTERNAL FUNDING IN THE PALM OF THE PLAYER'S HAND

IGTPay is IGT's proprietary payment gateway, enabling players to responsibly move funds electronically in and out of their digital casino wallet from authorized external sources. The Resort Wallet with IGTPay solution is available as a turnkey, add-on module for IGT ADVANTAGE casino management system customers who want to give their players a secure, effortless cashless wagering option through an external funding source. IGT ADVANTAGE enables responsible gaming information to be displayed through the slot machine's Service Window or a player's mobile device. The IGT casino management system also supports setting of deposit limits in player accounts.

Unlike other options on the market, Resort Wallet with IGTPay can provide direct access to all available major external funding methods, including credit and debit cards, eWallets, and bank accounts. While other funding suppliers have no choice but to integrate their gateway solution into another vendor's casino management system, IGTPay is tightly coupled with its IGT ADVANTAGE system for effortless, one-step access to external funding sources.

"Our proven IGTPay cashless technology has successfully enhanced the player experience in the U.S. digital gaming and lottery verticals for several years — it's live and proven in the U.S. with iLottery and iGaming partners, including Penn National and three state lotteries," Reddy said.

"By offering it to land-based casino operators as part of the Resort Wallet module for our IGT ADVANTAGE casino management sys-

tem, and by including ongoing support from IGT's experienced payments services experts, our customers can easily leverage first-mover advantage and benefit from the increased liquidity, efficiencies, and safety that cashless can deliver."

In addition to the Resort Wallet with IGTPay technology, IGT's experienced Payments team supports operators in all aspects of payment-related services, including being the Merchant of Record, which means IGT enters the contract with the payment services providers. IGT also provides vendor management, funds management, risk management, and player support services. The Payments team has been delivering these services since January 2018 to iLottery, iGaming and retail lottery vending clients, saving them the risk, hassle, and distraction of managing an external funding service by themselves on an ongoing basis.

By minimizing the need for players to carry cash and visit ATMs at a casino property, Resort Wallet with IGTPay can significantly reduce cash handling by both patrons and employees, and encourage social distancing by significantly reducing line-ups on the gaming floor.

## GOING THE SOCIAL DISTANCE WITH IGT ADVANTAGE

IGT's Service Window helps operators enhance communication with their players and offer a personalized, kiosk-like experience directly on the game screen for activities, such as reviewing and activating promotions or entering drawings. The kiosk-like functionality also reduces the need for line-ups on the gaming floor.

IGT's Taxable Accrual product gives players the opportunity to process jackpots themselves through the slot machine's Service Window or secondary display. As a result, players don't need to wait for an attendant to perform hand pays or complete multiple tax

forms. Instead, eligible players can continue playing mere seconds after winning and accepting their jackpots, eliminating the need for direct contact with casino staff.

IGT's Mobile Responder automatically recognizes and reports events from the casino floor, sending notifications of slot machine events such as ticket jams, service calls, and jackpots directly to employees' mobile devices. Mobile Responder can also be configured to immediately notify a floor attendant when a slot machine needs to

be sanitized for the next player. In addition to making players and employees more comfortable on the gaming floor, it also enables greater machine uptime and increases guest satisfaction.

Mobile Jackpot empowers casino staff to process jackpots at the slot machine. Authorized employees simply log in to the Mobile Jackpot app to process hand pays, including tax forms, without having to travel back to the kiosk or workstation.

Mobile Host can also empower casinos' Player Development teams to identify and register uncarded players and cater to hosted players from one simple app. By enrolling uncarded players directly at the machine, casinos can increase database growth while helping players to stay in their safe space rather than line up at the Player's Club desk or kiosk.

Mobile Responder, Mobile Jackpot, and Mobile Host all minimize multiple player and employee exposure points and improve customer service. Players can receive individual attention to address their needs directly at the machine, supporting greater social distancing protocols and reducing personal safety concerns on the casino floor.

Finally, the Machine Accounting module in the IGT ADVANTAGE portfolio allows an operator to remotely disable slot machines from a desktop application. Operators can quickly deactivate and reactivate machines to ensure adequate social distancing between players.

The COVID-19 pandemic has ushered in a new era for the casino industry. While operators work to recover from the shutdown's impact, technology exists to accelerate that recovery and help them meet the challenge of maintaining a secure, frictionless operation — one where players can relax and safely engage with their favorite games. ■