



Leveraging Technology for transformation

Taking Technology to the next level



About the client

The client is a global leader in the gaming and lottery industry, providing best-in-class product suites and services in more than 100 countries. It also produces slot machines and other online gambling technology.

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Business objectives

The client wanted to leverage technology to optimize operations, improve real-time processing capabilities, reduce costs and manual efforts, and streamline and enhance testing automation. They also wanted to use various digitalization initiatives to enhance and customize their gaming, iLottery applications, and platforms for a better user experience.

The client requirements:



- Combining the best of the legacy companies to enhance and build capabilities of the Future
- Continuing leadership growth in Interactive Lottery & Gaming space
- Delivering content, technology, and expertise that drives player's demand
- Need for high performing and scalable system for interactive gaming platforms and enhanced operational efficiency in product engineering
- Faster time to market for new customer implementations

HCL Technologies' solution highlights



HCL Technologies partnered with the client to develop and execute a robust transformation and digitalization strategy and roadmap to deliver better and faster business outcomes:

- 30+ Service Delivery implementations completed worldwide, more than 60 sites are supported globally for software services
- Regulatory/compliance management solutions implemented for multiple IGT games within US & outside
- HCL Technologies transformed the gaming applications portfolio from thick legacy to thin web-enabled and high-performance system
- HCL Technologies developed and customized various iLottery applications like Player Direct, eInstants, etc.
- Successful development & implementation of the Player Account Management System (PAMS) on interactive gaming platforms
- HCL Technologies helped develop and maintain the gaming portal and game engines
- Co-Innovated, conceptualized and developed a mobile POS retailer solution and Java-based touch screen Point of Access
- HCL Technologies established a mobility lab for a cloud-based mobility automation framework for testing and integrating multi-device and multi-OS game content. This resulted in automated report generation, testing & continuous integration, and yearly upgrades from 48 to 100 upgrades/year
- HCL Technologies helped to set up a co-innovation center (Hub & Spoke model) across delivery locations with a Hub for POC driven cutting edge solutions
- It also helped in the integration and configuration management of the Interactive gaming platform
- HCL Technologies carried out quality casino platform engineering and R&D operations to support global rollouts

Overall, HCL Technologies enabled the client to meet and enhance their business needs by developing and maintaining the game engines, and customizing applications and the platform through digital adoption, extreme automation, and technology modernization.

Client benefits and HCL Technologies value adds



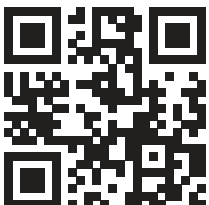
- Yearly savings of \$ 1 million with the implementation of the mobile POS
- Increased sales from \$100/terminal to \$330/terminal in 18 months
- Supported more than 675,000 transactions/minute (TPM) with 99.95 % uptime for high-profile lottery operations
- Mean Time to Repair (MTTR) reduced from 80 hours to 35 hours in 24 months of time
- 50% reduction of manual effort/cost for regression test cycles through automation
- Compliance report generation time reduced from 6 days to 12 hours
- Supported 6 major & 16 minor releases across casino & interactive platforms
- 2x faster new technology adoption with prototypes across touchless gaming, gesture-based slots, wallet integrations, etc.
- 30% cost optimization across casino platform engineering portfolio



HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on December 31, 2021, HCL has a consolidated revenue of US \$ 11.48 billion and its 208,000 ideapreneurs operate out of 52 countries. For more information, visit www.hcltech.com



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