

Helping an Asian casino find its new home on the **Las Vegas strip**

HCLTech enabled next-level technology for a large gaming
and hospitality company

A leading Asian casino and resort chain wanted to expand its footprint to the Las Vegas Strip. The goal was to optimize operations and enhance the customer experience with an integrated casino management system with advanced technology for intuitive and efficient functioning. The client reached out to HCLTech to fulfill its desired objective.

Challenge:

The need for industry-grade application development and quality assurance expertise

Lacking the domain knowledge for this transformation project, the company sought end-to-end support in setting up and operationalizing its technology infrastructure. To simplify data consumption and facilitate user-friendly functionalities, the transformation

required microservices development, implementation and integration with major applications such as LMS, ACE, loyalty systems and gaming systems. The client also wanted to establish a robust quality assurance mechanism.



Objective:

Delivering cutting-edge technical systems for seamless operations

One objective of the partnership was to accelerate the client's business processes by developing cutting-edge microservices for their major applications and integrating them with their existing systems. Other objectives were to:

- Leverage APIs to provide third-party applications with hassle-free and secure access to gaming data, in compliance with legal requirements

- Secure, restrict and monitor data
- Deploy APIs and balance the vast number of microservices developed within them
- Develop a system for applications to measure APIs and data usage to expedite resource scaling

Solution:

Developing and implementing advanced solutions for process optimization



HCLTech fulfilled the client's objectives by implementing cloud solutions and security policies in its business ecosystem. To achieve this, HCLTech provided the client with personalized solutions including:

- State-of-the-art IT infrastructure for smooth and optimized operations
- Google Apigee API management solution
- A mature Apigee private, on-premise

cloud solution to keep gaming data on-site in compliance with legal requirements

Conversion of legacy SOAP web services to RESTful web services, requiring minimal development

Apigee policies to secure data and restrict its access by vendor/external applications

Impact:

Agility, scalability and enhanced customer experience and satisfaction

HCLTech enabled the client to open a modern, integrated resort supported by advanced technology. HCLTech also helped the client boost operations management by implementing cutting-edge gaming technology that enabled:



- Streamlined operations and intuitive user experience due to seamlessly integrated and optimized modern and legacy systems
- Total visibility into data usage by multiple external applications for informed decision-making
- Enhanced scalability and tolerance of errors even under maximum pressure
- Shorter time to value due to microservices that the client and vendors can use in multiple ways, per their requirements
- Enhanced data and systems security

Ultimately, HCLTech's next-gen technology provided the client with a newfound agility, scalability and enhanced customer experience and satisfaction. In other words, HCLTech's transformation of this Asian casino and resort company gave it a new home on the Las Vegas Strip.