HCL

BUILDING A ROAD MAP
FOR FUTURE LOTTERY SOLUTIONS
99.95 % uptime for more than 675k lottery Transactions Per Minute

LET'S TALK APPLICATIONS

MEDIA AND ENTERTAINMENT, GAMING, TELECOM

ABOUT CLIENT

The client is a leading player in the regulated lottery market, providing integrated technology, creative content and business services to effectively manage and grow today's evolving gaming markets.

INDUSTRY CHALLENGE

The client was looking for a partner in growth to help strategize a future roadmap, modernize existing solutions and innovate new lottery solutions.

HCL SOLUTIONS

▸ Lottery applications portfolio transformation
- Developing and supporting lottery enterprise systems and a back-office applications suite including the Instant Ticket Processing System, Business Intelligence Systems, Retailer Management, and more
- Transforming the lottery applications portfolio from thick client legacy technologies to a thin client web-enabled, high-performance and scalable system on the J2EE platform
- Conceptualizing, developing and implementing a Mobile POS retailer solution for the android platform
- Developing Java-based touch screen Point of Access (POA) and continuously up-grading firmware, device drivers, GUI layers, and more
- Developing interactive lottery sites for Luxembourg, NZ, and other emerging markets

▸ Lottery platform implementation across the globe
- Over 30 service delivery implementations across the world—USA, South Australia, the UK, Finland, NZ, Belarus, and others
- 60 sites supported globally through software services and 24×7 hotline support
- Consolidation of software delivery hubs

- Video lottery terminal (VLT) service delivery
  - Implementations of localized game adaptations; customization of game templates based on market regulations, math, sound and graphics, and hardware
  - VLTs and VLT games' testing, ensuring a high Game Laboratories International (GLI) certification success rate

- Back office transformation
  - Finance and Accounting business services for the international division
  - SAP consolidation and implementation across 21 countries

BENEFITS DELIVERED

- Helped increase sales from $100/terminal to $330/terminal in 18 months; Reduced Mean Time To Repair (MTTR) from 80 hours to 35 hours in 24 months' time
- $1 million projected savings with the implementation of the mobile POS
- Supported more than 675k lottery Transactions Per Minute (TPM) with 99.95 percent uptime for high-profile lottery operations

APPLICATION SUPPORT & MAINTENANCE | BIG DATA & BUSINESS ANALYTICS | BUSINESS ASSURANCE & TESTING | CLOUD, DIGITAL EXPERIENCE & MOBILITY | COLLABORATION, CONTENT & SOCIAL | CUSTOMER RELATIONSHIP MANAGEMENT | DIGITAL SYSTEMS INTEGRATION | E-COMMERCE & OMNI-CHANNEL | ENTERPRISE RESOURCE PLANNING | HUMAN CAPITAL MANAGEMENT | MODERN APPLICATION DEVELOPMENT | PLATFORMS & INTEGRATION

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