



DIGITIZING THE GAMBLING ENVIRONMENT

Interactive gaming platform ADM services for a leading gaming service provider



ABOUT CLIENT

The client is one of the world's leading interactive gaming service providers that develops software and systems for digitally distributed gambling entertainment.

INDUSTRY CHALLENGE

The client wanted to leverage the size and scale benefits of an offshore gaming service provider for services that had previously been provided in-house.

HCL SOLUTIONS

- ▶ Development and enhancements on the interactive gaming platform, covering the following products:
 - Player Account Management System (PAMS)
 - Game Portal
 - Game Engine
 - Random Number Generator
- ▶ Development of game products, such as:
 - Poker
 - Bingo
 - Casino
- ▶ Customer Delivery— PAMS platform and games site implementation
- ▶ Support Services:
 - Tech 24x7—L1.5 services, data center disk usage, memory usage monitoring, and more
 - Tech Ops—L2 and L3 support for end customers
- ▶ 100 man-years of game adaptation and platform implementation, with GLI certifications for the casino gaming equipment business of the client

BENEFITS DELIVERED

- ▶ Successfully integrated bingo, roulette and poker platforms and casino-style games for clients across the globe—in the U.S., Canada, Spain, UK, Norway, and Sweden
- ▶ Participated in four greenfield customer-delivery implementations
- ▶ Supporting over 90 customers through the maintenance/enhancement model
- ▶ Supporting 6 major product releases and 16 minor releases in the game platform, poker and the casino product
- ▶ Rebadging 160 technical operations service employees

- 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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HCL