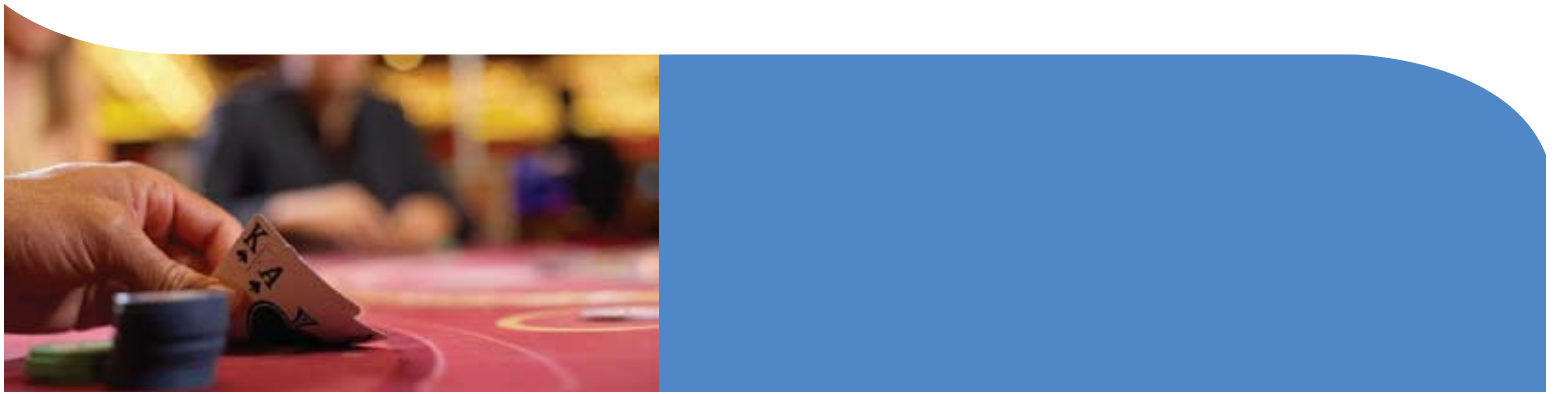




## Real-time Communications and Connectivity When Every Second Counts



- » Keep Slots Working and Customers Playing
- » Establish Higher Levels of Service with Rapid Guest Response
- » Enhance Staff Mobility and Workflow via Access to real-Time Information
- » Reduce Response Times for Multiple Minutes to Seconds
- » Integrate Current and legacy Systems to Automate Service Requests



## Commtech Solutions for Casinos

Commtech has provided service-enhancing, mobile communication solutions for many Casinos across the globe. In this highly competitive industry, a satisfied customer is more likely have longer stays and be a loyal, repeat customer. New technologies that are implemented must directly assist staff in improving the overall guest experience. Lack of integrated and effective communication typically results in major gaps in the flow of time-sensitive information, and ultimately breeds customer dissatisfaction. Commtech's portfolio of solutions provides real-time communication to provide a more operationally efficient and customer-focused environment. In addition to enabling guests and floor staff with the ability to easily initiate service requests, virtually any system can be enabled to deliver real-time information in an automated fashion for a more responsive, tactful and satisfied guest experience.

## A Highly Mobile Workforce

Staff must be mobile throughout the entire facility in order to meet guest demands whenever and wherever they occur. On the casino floor, it's imperative to keep slots working and customers playing. Events such as hopper jams and empty hoppers, beverage requests, jackpot payments, maintenance alerts, and VIP acknowledgements need to be efficiently managed in order to minimize player interruptions while maximizing guest satisfaction and loyalty. Casinos are increasingly reliant on their communication technologies and workflow processes to deliver customer-centered information to a highly mobile staff so they can react quickly and effectively to guest requests. Commtech Wireless is uniquely positioned to enhance the effectiveness of distributing real-time information, and can also offer a comprehensive, yet economical, end-to-end solution in deploying private paging networks and pagers.

## Systems Interoperability

Virtually all enterprise systems can be seamlessly integrated to deliver descriptive event conditions to staff recipients and groups. 3rd party software applications for slot machine monitoring and overall casino management are becoming more prevalent tools for casinos to drive operational workflow and customer service levels. Commtech connects seamlessly with all commercially available systems, as integrating these systems to wireless devices is extremely valuable to ensure quick response to guest needs. Additionally, Commtech offers interoperability to most commercially available wireless telephony systems and voice communication badges. Whether integrating a single application or several, Commtech enables a modular and scalable architecture that delivers a compelling total cost of ownership while reducing the complexity in deploying real-time communications and connectivity solutions.

To learn more about Commtech Wireless products and solutions, visit [Amcomsoft.com](http://Amcomsoft.com) or call 800.852.8935 to speak to our experts about a Casino Communications Solution for your facility.

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