

# G&L Community Products, Services & Client Base

## Advanced BusinessLink

### PRODUCTS OFFERED

SwipeAhead- Driver's License Capture  
Wireless Applications  
SwipeAhead Mobile  
Call Center/Web Site Unification  
Signature Capture  
Legacy Application Modernization  
Interface Delivery and  
Service Oriented Architecture Tools  
iPhone/ iPad Applications

### CLIENT BASE

Borgata Hotel & Casino  
Boyd Gaming Corporation  
Casino Morongo  
Marina Bay Sands  
Mohegan Sun at Pocono Downs  
Pinnacle Entertainment  
Planet Hollywood Las Vegas  
Riviera Las Vegas  
Sands Bethworks  
Sands Macau  
Venetian Macau

## Agilysys

### PRODUCTS OFFERED

DataMagine™  
Eatec® solutions  
Guest 360™ property  
management system (PMS)  
Hospitality Analytics Solution  
InfoGenesis™ POS  
mPOS  
eMenu  
eCash  
Lodging Management System® (LMS)  
ResPAK\* Dining Reservations  
TMx™ from Time Management Corporation  
Visual One™

property management system (PMS)  
GolfPro  
Guest eMarketing (GEM)  
Guest Express Kiosk Module  
Spa Management  
Visual One™ Club Management  
Visual One™ Comp Accounting  
Visual One™ Retail POS  
Stratton Warren System (SWS)

### CLIENT BASE

Ameristar Casinos  
Boyd Gaming Corporation  
Cannery Casino Resorts  
Hard Rock Hotel & Casino Las Vegas  
Las Vegas Hilton  
M Resort Spa Casino  
Penn National Gaming  
Pinehurst Resort  
Stratosphere Tower, Casino & Hotel  
Treasure Island  
Talking Stick Resort  
Pinnacle Entertainment  
Cosmopolitan of Las Vegas

## Applied Analysis

### PRODUCTS OFFERED

Market research and analysis  
(gaming and non-gaming)  
Market and financial feasibility analyses  
Economic and fiscal impact analyses  
Consumer sentiment surveys and analysis  
Demographic analysis and segmentation  
Financial analysis  
Public policy analysis

### CLIENT BASE

Association of Gaming Equipment  
Manufacturers (AGEM)  
Boyd Gaming Corporation  
CityCenter  
Caesars Entertainment Corp.  
Herbst Gaming

Las Vegas Convention and  
Visitors Authority  
MGM Resorts International  
Nevada Resort Association  
Station Casinos, Inc.  
Wynn Resort, Ltd.

## Bally Technologies, Inc.

### PRODUCTS OFFERED

Bally Command Center™  
Downloading iVIEW Content  
Bally CoolSign®:  
Bally Business Intelligence  
Bally Visual Analysis  
Campaign Management Module  
TableView™  
Bally Power Winners™  
iVIEW™  
Bally Technologies Professional Services

## BIS<sup>2</sup>

### PRODUCTS OFFERED:

aimViz™  
floorViz™  
slotViz™

### CLIENT BASE

Silverton Casino, Las Vegas  
Seminole Gaming, Florida  
MotorCity Casino, Detroit, Michigan  
Redcliffe Leagues Club,  
Redcliffe, Australia

## Cisco

### PRODUCTS OFFERED

Cisco Switching Solutions  
Cisco Digital  
Cisco Unified Communications

Cisco Aironet 3500 Series Access Points  
(CleanAir Technology)  
Cisco Unified Computing System  
Cisco Physical Security

**DGP Development**

**PRODUCTS OFFERED**

Wireless Telecommunications/  
Cellular Consulting Services  
Interoperable Licensed-Band  
Distributed Antenna Systems  
WiFi and Wireless IP Distributed  
Antenna Systems  
Wireless Telecommunications/  
Cellular Rooftop Consulting Services  
and Management

**CLIENT BASE**

AT&T Mobility  
Cricket Communications  
Eldorado Resorts LLC  
Hilton Properties  
Hyatt Resorts  
Noble Properties (Reunion Resorts)  
Silver Legacy Resort  
Sprint/Nextel  
T-Mobile USA  
Verizon Wireless

**Earth Payment Solutions**

**PRODUCTS OFFERED**

Credit card processing

**CLIENT BASE**

Atlantic City Hilton  
Bally's  
Las Vegas Hilton  
Resorts Atlantic City  
Resorts Tunica

**First Advantage**

**PRODUCTS OFFERED**

Talent Acquisition  
Candidate Sourcing  
Applicant Tracking Technology  
Skills & Behavioral Assessments  
Substance Abuse Testing

Background Screening  
I-9 / E-Verify Solutions  
Fingerprinting Services  
Tax Credits & Incentives  
Employment & Income Verification

**Gaming Standards Association**

**PRODUCTS OFFERED**

Protocol Development  
Protocol Education  
Industry Interaction

**CLIENT BASE**

AMX  
Aristocrat  
Bally Technologies, Inc.  
IGT  
Konami  
MEI  
Seminole Tribe of Florida  
Spielo  
Techlink entertainment  
WMS Gaming

**Harvest Trends**

**PRODUCTS OFFERED**

patron trends™  
Club Analysis  
Value Analysis  
Trip Analysis (Recency & Frequency)  
Host Analysis  
Comp Exception Reporting  
Reinvestment Trends  
Market Analysis including Drive Time  
Competitive Threat Analysis  
Opportunity Analysis using Census Data  
Custom Analysis

**Infor Hospitality Solutions**

**PRODUCTS OFFERED**

Property Management  
Central Reservation  
Leisure Management  
Customer Relationship Management  
Human Capital Management

Financial Management  
Reporting and Analytics  
Food & Beverage  
Reservation Distribution

**IT Strategies**

**PRODUCTS OFFERED**

Analysis and Programming  
Security Design and Support  
Network Design and Support  
Help Desk and Technical Support

Quality Assurance

Project Management

Database Administration

**CLIENT BASE**

Aristocrat  
Bally Technologies, Inc.  
Clark County  
Clark County School District  
Credit One Bank  
Golden Nugget  
Las Vegas Valley Water District  
MGM Resorts International  
NV Energy  
Wynn Las Vegas

**Key Consulting Services**

**PRODUCTS OFFERED**

Infinium Installation/  
Upgrades & Interfaces  
Application Design, Programming,  
& Implementation  
Project Management  
Transition, Merge, Divest, Buy/Sell,  
or Open a Property  
Sarbanes Oxley Compliance  
RFP Creation/Vendor  
Evaluation/Installation  
Well System Audit/  
Quarterly Maintenance  
OS400 Operating System Upgrades  
& Performance Tuning  
COGNOS Training, Set up, & Reporting  
Disaster Recovery  
**CLIENT BASE**  
Boyd Gaming Corporation  
Cannery

Casino Arizona  
 Delaware Park  
 Eldorado Hotel Casino  
 Caesars Entertainment Corp.  
 MGM Resorts International  
 Niagara Falls Casino Resort  
 Stratosphere Tower, Casino & Hotel  
 Treasure Island  
 Tropicana Entertainment

**Keyology**

**PRODUCTS OFFERED**  
 Time & Attendance Solutions

**CLIENT BASE**  
 Atlantis Resort & Casino  
 Cal Neva  
 John Ascuaga's Nugget  
 Million Dollar Elm  
 Riverside Resort & Casino  
 Eldorado Hotel Casino

**Link Technologies**

**PRODUCTS OFFERED**  
 Information Assurance and Governance  
 IT Compliance and Risk Management  
 Infrastructure Services  
 IT Solutions and Services  
 Project Management and Integration  
 Science and Engineering Solutions  
 Strategic Placement  
 Outsourcing  
 Professional Staffing

**CLIENT BASE**  
 Caesars Entertainment Corp.  
 The Cosmopolitan of Las Vegas  
 Diamond Resorts International  
 Hard Rock Hotel and Casino  
 MGM Resorts International  
 Navajo Nation  
 Pinnacle Entertainment  
 Sahara Hotel and Casino  
 Symantec Corporation  
 Resorts International

**MICROS**

**PRODUCTS OFFERED**  
 OPERA Lite  
 Operetta  
 OPERA Business Intelligence Suite  
 OPERA Vacation Ownership  
 OPERA Kiosk  
 OPERA Property Management System  
 OPERA Reservation System  
 OPERA Revenue Management  
 MyStayManager  
 OPERA eLearning  
 OPERA Hosting  
 OPERA Sales & Catering  
 webHotel  
 OPERA Gaming  
 OPERA Activity Scheduler  
 OPERA Web Suite  
 myfidelio/mylink  
 web Proposal  
 Symphony Point-of-Service  
 for F&B and Retail  
 mymicros Business Intelligence

**CLIENT BASE**  
 Atlantis  
 Boyd Gaming Corporation  
 Foxwoods  
 Caesars Entertainment Corp.  
 Las Vegas Sands  
 MGM Resorts International  
 Mohegan Sun Resorts  
 Pechanga  
 Rivers Casino  
 Wynn Las Vegas  
 Wynn Macau

**MTech**

**PRODUCTS OFFERED**  
 Guest Incident Tracking  
 Workflow Automation  
 Housekeeping Automation

**CLIENT BASE**  
 Boyd Gaming Corporation  
 Caesars Entertainment Corp.  
 MGM Resorts International  
 Station Casinos, Inc.  
 Wynn Las Vegas

**Newmarket International**

**PRODUCTS OFFERED**  
 Sales and Catering  
 Lead Management  
 Public Lead Channel Integration  
 RFP Creation Services  
 Internet Presence Evaluation Services  
 Credit Card Remediation  
 Customer Relationship Management  
 Event Diagramming  
 and Online Diagramming  
 CAD Services  
 Project Leadership  
 Database Administration Services  
 Training & Education Services  
 Reporting Services  
 Integration  
 CRM Integration  
 Event Management  
 Housing Management  
 Integration – Passkey  
 Property Management System Integration  
 Revenue Management System Integration  
 Revenue Optimization  
 Market Intelligence Services  
 Competitor Analysis Services  
 Custom Software Development  
 and Integration Services  
 3D Web Design  
 Event Management System Integration

**CLIENT BASE**  
 Ameristar Casinos, Inc.  
 Cherokee Nation Enterprises Inc  
 Caesars Entertainment Corp.  
 MGM Resorts International  
 Mohegan Sun Resorts  
 Pinnacle Entertainment  
 Seneca Gaming Corporation  
 Station Casinos, Inc.  
 Venetian Hotel & Resort  
 Wynn Resorts

**Playersoft Technologies**

**PRODUCTS OFFERED**  
 Player Relationship Management™  
 CasinoCRM  
 PlayerPortal  
 Touchpoints Kiosk

**PowerTech**

**PRODUCTS OFFERED**

Security  
 Network Exit Point  
 Monitoring and Control  
 Management of Powerful User Profiles  
 Customized Auditing and Reporting  
 Real-Time Reporting of Security Events

**Rainmaker**

**PRODUCTS OFFERED**

Revenue Management

**CLIENT BASE**

Atlantis, The Palm Dubai  
 Borgata Hotel Casino & Spa  
 Foxwoods Resort Casino  
 Hard Rock Hotel & Casino Las Vegas  
 Caesars Entertainment Corp.  
 Hollywood Casino Tunica  
 IP Casino Resort Spa  
 Isle of Capri Casino  
 Kerzner International  
 MGM MIRAGE  
 Mohegan Sun  
 Omni Hotels  
 Pinnacle Entertainment  
 Seminole Hard Rock Hotel & Casino  
 Seneca Niagara Casino & Hotel  
 The Cosmopolitan of Las Vegas  
 Treasure Island Las Vegas  
 Trump Entertainment Resorts  
 Wynn Las Vegas

**RedRock Software**

**PRODUCTS OFFERED**

Supply Chain Management System  
 Procurement System  
 Inventory Management System  
 Recipe/Menu Analysis System  
 Retail Management System  
 Capital Project Accounting System  
 Restaurant Materials Management System

**CLIENT BASE**

Firekeepers Casino  
 Fontainebleau Resort  
 Grand Victoria Casino  
 Herbst Gaming  
 Peabody Hotel Group  
 River Spirit Casino  
 Rivers Casino  
 Sugarhouse Casino  
 Tulalip Resort Casino  
 Wolfgang Puck Fine Dining

**TCI**

**PRODUCTS OFFERED**

Infinium Software Services  
 Cognos C8, Finance, and  
 Planning Services  
 Infinium Software Sales  
 AS/400 Services

**Tech Results**

**PRODUCTS OFFERED**

WAGER®  
 Host VIP!  
 Intract™  
 Total Promo®  
 Marketing Direct™

**Teradata**

**PRODUCTS OFFERED**

Data Mart Appliance  
 Extreme Data Appliance  
 Data Warehouse Appliance  
 Extreme Performance Appliance  
 Active Enterprise Data Warehouse  
 CRM  
 Interaction Advisor  
 Teradata Warehouse Miner  
 Advanced Analytics  
 Marketing Resource Management  
 Integrated Web Intelligence  
 Geospatial Program Offerings  
 Finance & Performance Management  
 Informatica Change Data Capture

Back Up/Archive/Restore  
 Storage Management Software  
 Disk Backup  
 Encryption  
 Tape Libraries  
 Disaster Recovery  
 EDW Migration  
 Data Warehouse Architecture & Design  
 EDW Scoping  
 EDW Implementation  
 Data Mart Consolidation  
 SAS Integration  
 Enterprise Data Management  
 Maturity Assessment Consulting  
 Business Value Consulting  
 Advanced Analytics  
 Business Discovery  
 Hospitality Logical  
 and Physical Data Model

**Vision Solutions**








**PRODUCTS OFFERED**

High Availability Software  
 Data Sharing/Transformation Software

**CLIENT BASE**

Ameristar Casinos, Inc.  
 Bally Gaming International  
 Barona Resort & Casino  
 Borgata Hotel & Casino  
 Boyd Gaming Corporation  
 Cosmopolitan Resort & Casino  
 Hard Rock Hotel & Casino  
 Isle of Capri Casinos  
 Mohegan Sun Resorts  
 Peppermill Casinos  
 Pinnacle Entertainment Casinos  
 Station Casinos, Inc.  
 Venetian Resort Hotel & Casino

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**ADVANCED  
BusinessLink**

ADVANCED BusinessLink is a world leader in IBM Midrange systems and interfaces to Legacy Applications. We have worked with over 50 large Gaming and Hospitality organizations to help modernize existing applications and provide interfaces that facilitate better marketing and operations. Our technology and services have helped these enterprises provide better Web Site information, streamlined Player's Club operations and provided higher productivity in the Call Center. We are specialist in using our tools and expertise to provide our clients with unique applications to provide a competitive edge.

**Agilysys...**

Agilysys is one of the leading technology providers in the worldwide hospitality and food service markets. We offer proven software, services, hardware and consultation for hotels, casinos, destination resorts, condominiums and conference centers to streamline operations and enhance guest satisfaction while maximizing profitability. Our robust hospitality solutions provide unparalleled reliability, functionality, efficiency and control over every aspect of your operations - from reservations, check-in, point-of-sale and business intelligence, to inventory and procurement management to document management. Our hospitality solutions include: Property Management Systems Point-of-Sale (POS) Inventory & Procurement Document Management Analytics Self-Service/Kiosk Activities (Golf, Spa and more) Dining Reservations Agilysys can help you build the software, hardware and systems infrastructure you need to increase your property's profitability and productivity. We can evaluate your current infrastructure, help you plan and execute strategic IT initiatives and manage both your short-term and long-term IT projects. Our hospitality services include: Business Consulting Disaster Recovery Infrastructure Server and Storage Consolidation Training We continue to advance our solutions with the latest emerging technologies. Our talented and resourceful employees believe in superior customer service to provide you with the ultimate experience to support your operations.

## APPLIED ANALYSIS



Applied Analysis is a Nevada-based advisory services firm founded in 1997. We are an information and analysis resource for both the public and private sectors. Our team has extensive experience in gaming, economics, information technology and finance. We apply this knowledge in an effort to develop creative solutions to our clients' challenges.

The Applied Analysis team of analysts updates nearly 300 market variables and economic indicators on a monthly basis. We have developed a series of indices to provide insight into the performance of the various sectors of the regional economy. The Applied Analysis Gaming and Tourism Indices provide a gauge on the health of Nevada's gaming and tourism industries.

Our team has undertaken projects in Nevada, California, Mississippi, Colorado and Illinois. We have serviced a broad spectrum of business clients, from gaming operators to healthcare providers. Our public sector practice has analyzed the fiscal and economic impact of developments from 5 to 23,000 acres, and handled policy issues spanning business tax initiatives to the cost of air quality programs.

Our vision and goals have been the same since our inception. We strive to provide superior advisory services through a better understanding of our clients and their issues. We obtain this superior understanding through listening closely to our clients' needs and designing solutions that take into account their unique nature, circumstances and requirements.

To put it simply, we are a solutions resource. Our future is branded by the success of our clients and the quality of our professionals. Our commitment lies therein.



Bally Technologies, Inc. is a diversified, worldwide gaming company that designs, manufactures, distributes, and operates gaming devices and computerized monitoring, accounting, and player-tracking systems for gaming devices. In addition to selling gaming devices, the Company also offers customers a wide range of purchase and lease options. We offer a full complement of products to help you retain and reward customers, manage and forecast your finances, reduce risk, and spot trends. Our technology is sophisticated, stable, and flexible so you can take risk out of the equation. Our systems can be scaled to fit any size operation, and many large as well as small to mid-sized casinos around the world benefit from our robust technologies and support. Introducing iVIEW Display Manager™ Recognized as the industry systems leader, Bally is continually delivering applications that enhance and personalize the player experience. Bally's iVIEW Display Manager allows operators to dynamically present marketing and bonus content in fun and exciting new ways like ever before. For your interactive demo on iVIEW DM visit [BallyTech.com/iVIEWDM](http://BallyTech.com/iVIEWDM).



## DGP Development, Inc.

DGP Development is a leader in in-building cellular and related infrastructure to the gaming, leisure, and venue markets. Through our experienced team, deep industry contracts, and market awareness, we offer our clients creative no-cost or low-cost multi-carrier solutions. An in-building DAS (Distributed Antenna System) provides strong cellular signal throughout your property. We provide future-proof systems that handle signal from all of the cellular carriers on the same shared infrastructure. In today's world, your customers, particularly those with smartphones, want to stay at properties where their cell signal is strong and where they can run their next-generation applications, regardless of who their cellular service provider is. Best of all, as your agent, we work on your behalf, not the carriers' behalf. You have final say on the equipment and installation options installed in your property. We also offer you the ability to layer additional services (Wi-Fi for example) on top of the DAS. Our services include: Design. DGP will design a DAS network capable of handling most licensed carriers and will work with you to choose and install best-fit system. Architectural and Engineering. DGP will provide all drawings and survey letters as needed for design, implementation, entitlement, and construction for the DAS. Leasing and carrier approval. Zoning and Entitlements. DGP will obtain all needed permitting from local jurisdictions, and work with carriers to clear necessary environmental permitting. Construction Management. System Optimization. Ongoing Project Management/Operations Support. DGP will support the DAS infrastructure and respond to all system alarms. Additionally, DGP will serve as an on-going resource for you.



Today, the country is experiencing the worst recession in decades and the casino and hotel industry has been one of the hardest hit. This has forced gaming and lodging executives to look internally and externally for solutions that create efficiencies, substantially cut costs, and allow hotels and casinos to do more with less across all facets of the business. So how are hotel and gaming executives adapting to this ever-changing environment? When revenues and growth were high, the use of outsourcing allowed operators to focus on capital projects and the expansion of their business. Since development and growth projects have been stalled within most organizations, a greater demand and reliance is being placed on maximizing profits by eliminating costs from existing operations. Credit card processing is a prime example of how a lack of understanding and lack of transparency can result in substantial profit leaks in the form of unnecessarily high bank card processing fees. Over time, the profit leaks can continue to the point where the only thing being outsourced is unrealized profit - to the tune of millions of dollars in credit card processing fees. The Las Vegas Hilton took a "strategic partnership" approach to the problem by engaging Earth Payment Solutions (EPS), a California based payment solutions provider that provides bank card processing services to merchants in the hotel and service industries. Through a collaborative arrangement with EPS, the Las Vegas Hilton developed a full understanding of the main drivers of card processing fees and widespread processing profit leaks faced by the hotel and service industries. After implementing EPS' analysis and recommendations, the Las Vegas Hilton made operational changes that have provided significant efficiencies and resulted in major costs savings. "Once Earth Payment Solutions gave us complete transparency in how the process worked, it was clear that we were paying too much in processing fees in order to service our guests," said Marc Guarino, VP of Information Technology for the Las Vegas Hilton. "The results speak for themselves. We have recognized a significant decrease in cost from our card processing fees. That savings goes straight to the bottom line" said Guarino. New options like those provided by Earth Payment Solutions are giving firms the ability to take control of one of their most immediate and relevant costs of revenues. The development is having a wholesale effect on the industry: "The decision to analyze our processing costs in detail," said Don Hinkle, Senior VP Finance of the Las Vegas Hilton, "inspired us to demand transparency from all our outsourcing partners to see if similar opportunities exist." The ability to focus corporate strategy beyond dealing with today's crisis, coupled with demands for a higher standard of transparency and more accountability, might turn out to be much more than profit-carving for smart gaming and lodging companies, but a "eyes wide open" approach to business that could lead the American economy back to prosperity.



Say hello to a new day in technology. A time when the guest information and entertainment experience flows consistently across all screens. And when platforms and applications are smart enough to work together to help you monetize digital services, control bandwidth costs and maintain a competitive edge. It's the moment you've been waiting for. And, from now on, it simply goes by the name of iBAHN Converged IP Platform. iBAHN's ever-expanding platform of solutions leverages the efficiencies and capabilities of the Internet to create differentiation, build satisfaction, reduce costs and drive revenue for hotels. Its Converged IP Platform enables hotels to provide guests an improved digital information and entertainment experience throughout the property - in the guestroom, in public areas, and across all the screens and devices that connect a guest to a hotel and its service offerings. The latest innovations to the IP platform include expanded service offerings via ETVi (IPTV), as well as numerous enhancements to the iMEDIA module. The ETVi and iMEDIA applications provide hotels a flexible solution that drives increased cost savings, enhanced guest experiences and, new revenue streams. Over the past 10 years, iBAHN remains the only global provider of our own hospitality-based managed IP converged network enabling bandwidth management capabilities to provide the flexibility and scalability that is critical to keeping up with future technologies. iBAHN's products and services include: Wired/Wireless HSIA for the guestroom, common areas, meeting & conferences spaces; Bandwidth management; Lobby PCs; IPTV & Internet TV; iMEDIA Desktop (Virtual PC); Digital Merchandising; In-Room Dining; EPOS integration and more.



Are you searching for a better, more collaborative relationship with your business software provider? And a new breed of business software: created for evolution, not revolution... software that's simple to buy, easy to deploy, and convenient to manage? There is a better way.

With Infor-SoftBrands Hospitality software, you'll find it's much simpler to:

- Manage your properties and employees.
- Make guest reservations.
- Handle customer relations.
- Manage financial information and company performance.
- Direct leisure activities plus food and beverage.

Today, more than 5,600 hospitality properties worldwide—including some of the world's most recognizable hotels, resorts, and gaming facilities—use Infor-SoftBrands Hospitality software to improve guests' experience and become more profitable. You can be one of them.

For additional information on solutions for

- Financial Management
- Performance Management
- Human Capital Management
- Enterprise Asset Management
- Central Reservation Management
- Customer Relationship Management
- Property Management
- Reservation Distribution Management

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or visit

[www.infor.com/hospitality](http://www.infor.com/hospitality)



**Who is Key Consulting Software?**

We are "on-shore" IT professionals specializing in Gaming & Hospitality. For over 20 years, we have provided unparalleled expertise in both Front of the House and Back of the House application software.

**We can assist your IT department with the following:**

- Install, train, and modify Infinium software (HR, PY, FA, GL, PL, TR, GT)
- Interface/Modify several common gaming related apps such as: LMS, MMS, CMS, SDS, ATI, ACSC, Micros, Infogenesis, etc.
- Design, code, and implement custom software
- Project management
- Open, transition, or close properties
- Create SOX compliance procedures and documents
- Gap/Vendor analysis

**We supply:**

- Project managers
- System analysts
- Programmers
- SOX compliance experts

**Why use Key Consulting Software?**

We are gaming EXPERTS in IT... we know your lingo and don't need lengthy explanations on what a marker, safekeeping, or front money is. We understand theoretical win, comps, ratings, etc.

**We are different than the large corporations because:**

- We are reliable and reachable (if you call, you speak directly to us)
- We don't have huge overhead so we pass that savings onto you with reasonable rates.
- We have employees across the U.S. They are our employees not subcontractors.

Contact us at 775-336-4500  
or [www.kcsoft.com](http://www.kcsoft.com)



MICROS continues to be a leader in casino information technology solutions, with its showcase products MICROS OPERA Enterprise Solution, and MICROS 9700 Hospitality Management System. The MICROS OPERA Enterprise Solution (OES) is a fully integrated suite of products consisting of modules that can be easily added or expanded allowing effective and easy deployment from smaller operations to global, multi-branded casino hotel environments. OES can be deployed in any size environment, from a casino property requiring just Front Office to a large, full service casino with central reservations, comp accounting, activities scheduling, sales and catering, and vacation ownership. The MICROS 9700 HMS is the most widely used point-of-sale solution in the leisure and entertainment marketplace. Built on years of industry experience, the entire 9700 HMS product suite is technology independent, running on MS SQL, Oracle, multiple Windows platforms, and Linux. All 9700 HMS modules are web-delivered and enterprise enabled, making them easy to use while reducing total cost of ownership.

MICROS casino customers include Foxwood's, Harrah's, MGM Mirage, Mohegan Sun, and Wynn Casino, to name very few. For more information go to [www.micros.com](http://www.micros.com).



**Microsoft Services** We are the consulting and enterprise support division of Microsoft. We help businesses around the world get a maximized return on their investment in Microsoft products and technologies. This means not only helping with deploying and optimizing IT, but also helping businesses move forward with initiatives that deliver the most business value. Between Enterprise Services and Customer Support Services, we have a global team of more than 9,800 professionals in 88 countries; we help a large number of customers worldwide achieve their business objectives each year. Why do so many businesses and individuals trust us to help them save money and improve their profitability? Because we are the experts at accelerating the adoption and productive use of Microsoft platform and technologies. **Trusted Expertise** We are devoted to helping customers get the most value from the Microsoft Platform and Microsoft technology. When Microsoft creates a new product or new versions, we are the first to try it and apply it. We gain firsthand experience about what works and what does not work during deployment through our efforts with many different customers in thousands of businesses around the world. We listen to our customers' concerns and take the information back to our product teams. This makes our software and services even better. **Commitment to Our Customers' Business Success** Our goal is to empower our customers to succeed. We help our customers get the most out of existing IT assets, saving them money and delivering real business results. We are committed to the transfer of knowledge so that our customers can drive the success of projects through best practices, intellectual property, and key insights from thousands of Microsoft Services engagements worldwide. When it comes to support, we never forget that our customers' business and their success comes first. **Global Reach and Insight** Because we work with more than 60,000 partners worldwide, we can extend our services to take on even the largest projects. We share our knowledge across our entire organization, ensuring both a consistent service experience and deeper expertise for our consultants. **Build on your people. Your investments. Your vision.** We can provide the right resources for any stage of a company's IT life cycle - from strategic guidance and deployment to ongoing support across the Microsoft Platform.





Newmarket International is the global leader in hospitality group sales and distribution automation. We are fully dedicated to enabling sales, catering, and service excellence for our clients. Our team members focus on delivering the combination of technology and expertise that empowers our customers to achieve their goals. Newmarket values the relationships with our customers that make our success possible.



Pillar Data Systems is the leading provider of application-aware storage systems. Pillar storage systems reduce the complexity, inefficiency, and high costs associated with traditional systems. Companies can simplify their storage infrastructure, slash ownership costs by 65%, and increase their competitive edge by using Pillar's next generation storage systems instead of those from EMC, NetApp, and IBM. Most companies don't have enough IT budget for transformational projects because they spend too much on infrastructure and storage. This dilutes their competitive edge. Pillar delivers an innovative storage solution enabled by patented QoS that guarantees more than 2X the typical utilization rate, is simple to manage, less expensive to scale, and can save 65% of what you would normally spend over 3 years. Companies and IT departments can now invest more in key business initiatives, thanks to Pillar Axiom™. The Pillar Axiom™ Since its introduction four years ago, Pillar Axiom has created quite a stir in the storage industry. It is the most efficient system you can buy, using the least power per GB of storage than any other in the industry. It also has the highest utilization rates, with rates that are twice the industry average. And now, the Pillar Axiom is the first storage system in the industry that is truly Application-Aware without requiring extra plug-ins or add-ons, allowing the system to be provisioned just like data centers provision their virtualized servers. For more information on Pillar Data Systems and its award-winning Pillar Axiom storage system, visit [www.pillardata.com](http://www.pillardata.com) or call 1.877.252.3706.



Playersoft is a key provider of revenue generating gaming software which is focused on the player since they are the most important factor in the success of the gaming floor. All Playersoft systems must meet the following 3 requirements:

1. Promotion of Revenue Growth
2. Improves the Guest Experience
3. Products are Easy to use and support.

Playersoft is comprised of former casino operators who realized the tools that they needed were not available in the marketplace, so they decided to design, develop and market these tools to the gaming industry. Playersoft invites you to see their products in action. Please call 1-866-925-0777 to set up a presentation. Products Available:

- Custom Business Intelligence
- CasinoCRM with Mobile Player Card Signup
- Touchpoints Kiosk System
- Player Portal (Online Gaming Websites) Promo (Stage & Kiosk Integration)



**PowerTech**  
your security expert

The PowerTech Group is the leading expert in automated security solutions for IBM Power Systems™ running IBM i (System i®, iSeries®, AS/400®), helping users manage today's compliance regulations and data privacy threats. Because these systems are used to host sensitive corporate data, every organization needs to practice proactive compliance security. PowerTech offers products that provide definitive security coverage for your System i, including:

**Authority Broker**

Management of powerful user profiles

**Compliance Monitor**

Customized auditing and reporting

**Network Security**

Exit program management

**Interact**

Real-time reporting of security events

As an IBM Advanced Business Partner serving customers around the world, PowerTech understands corporate vulnerability and the risks associated with data privacy and access control. It works to raise industry awareness of security issues and solutions by publishing an annual security study and hosting security and compliance Webinars. Companies worldwide rely on PowerTech security solutions.



A leader in the casino and hospitality management industry, Qualex Consulting Services, Inc. has implemented unique cloud- based solutions for integrated casino resorts. Qualex is the leading implementer of data visualization, demand management analytics, revenue optimization, performance management, data integration, mobile marketing and customer, predictive and demand management analytics solutions.

**Features Include:**

- Web-enabled Executive Dashboard
- Simple, Centralized Reporting of Patron Data
- Predictive Analytics of Customer Behavior
- Social Media and Mobile Analytics
- Cloud-based Platform with Low Cost of Entry
- Actionable Mobile/E-mail Alert Triggers
- Increased Operational Efficiency
- Multi-Language for Global Deployment
- Audit Ready (SOX, SAS70, COBIT, ITIL)
- Central Repository of Customer Data

**CDI Global Suite™**



With Qualex's solutions, you can capture your customer's data, and do more with that data, while increasing your customer's experience and brand loyalty. You can utilize information about your patrons to create highly effective and precisely targeted marketing campaigns that use the latest visual and analytics technology. the latest visual and analytics technology.

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The Rainmaker Group is a Microsoft Gold Certified Partner software and consulting services company and is a leader in revenue management innovation and automated profit optimization for more than one-half million units in the gaming hospitality and other industries. Proven to maximize total guest profitability for operators of casino hotels and other hospitality enterprises, Rainmaker's REVolution revenue management system is generating significant and sustained revenue and profit increases for companies such as Wynn Las Vegas, One&Only, Trump Entertainment Resorts, Omni Hotels, MGM Mirage, and Harrah's Entertainment. For hotel/casinos operating on a smaller scale, Rainmaker offers TribalRev - a comprehensive and affordable revenue management solution. TribalRev, which leverages Rainmaker's REVolution software, is an unparalleled combination of software and services. It gives casino hotels of all sizes the expert resources and accurate data needed to make the most effective revenue management decisions in a short amount of time - all without hiring a single person! You can rely on Rainmaker to handle your pricing strategy, forecasting, and revenue optimization through proven, streamlined automation while you simply watch your revenues grow at unprecedented rates. Let it rain. watch it pour!



RedRock Software is a new company, created in Las Vegas, NV, by hospitality experts, to fill the void in the industry for a modern Supply Chain Management software system. Its revolutionary new product is a web-based .net, enterprise system, which provides full "source to pay" functionality for multi-property or single property hospitality operators. The system is the first of its kind to provide Supplier Relationship Management, Strategic Sourcing and E-procurement, Materials Management, and Food Cost Analysis, all in a single integrated solution. RedRock Software's full function Sourcing and Materials Management System provides integration with Accounts Payable, General Ledger, and Point of Sale systems and fully automated G/L account generation, account validation, and budget validation. It handles all classes of items with multiple units of measure and conversion ratios per item, including variable for catch weights. The system has built in security and audit trail for all transactions. E-procurement module includes strategic sourcing and reverse and forward auctions. It includes a role-based portal (supplier and buyer), with the potential for aggregate spend and low cost country sourcing. Procurement module has automated workflow that routes all document types to appropriate users via the internet or wireless devices. Electronic supplier links facilitate registration, bids, orders, confirmations, advanced shipping notices, and Evaluated Receipt Settlement. Inventory management consists of a perpetual inventory system integrated with the procurement module. Its features include automatic replenishment, multiple storerooms with transfers and issues among them, wireless bar code scanning for physical inventory and fulfillment. Food cost analysis module consists of full function recipe costing and menu engineering. Recipe costs are updated automatically as ingredients are received. Analysis is performed comparing actual food cost to theoretical food cost and generating menu matrix graphics. Retail operations module includes open-to-buy, color size explosion, POS interface, and bar code and RFID tracking.



TECH RESULTS

Tech Results is a leading custom software and system solution provider specializing in gaming and hospitality. It was established in 1998 and quickly became a preferred provider for many gaming and banking companies, and has installed its gaming solution at casinos in twelve states. Tech Results' primary focus in the gaming market is on software solutions. Tech Results currently offers the following solutions for gaming: WAGER™ is the fastest, most reliable business intelligence solution available for gaming and hospitality enterprises on the market today. Host VIP! is a next-generation host management application, including not only a wireless host component but extensive tools for managing host performance, and more. Total Promo is the industry-leading software tool for building complex, comprehensive promotions that you can use to increase promotion ROI and improve promotion-related metrics like Time At Device and during earnings periods. Total Promo Games Direct lets you create an interactive, powerful environment to motivate players, at a substantially lower cost than other market solutions, with a substantially higher return on investment.



## Defend Your Data

Vision Solutions, Inc. is the world's leading provider of information availability software and services for Windows, Linux, IBM Power Systems and Cloud Computing markets. Vision's trusted Double-Take®, MIMIX® and iTERA™ high availability and disaster recovery brands support business continuity, satisfy compliance requirements and increase productivity. Affordable and easy-to-use, Vision products are backed by certified customer support centers and a global partner network that includes IBM, HP, Microsoft, VMware and Dell.

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**SERVICES:** ADVANCED BusinessLink provides a number of products that are being used in the Gaming and Hospitality industry. We provide the only all inclusive application modernization for all IBM iSeries applications. We are addressing industry needs by providing an integrated solution for Call Center and Web Site Self Service. Our Strategic SOA can allow enterprises to extract Web Services from Legacy Applications.

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**SERVICES:** Bally Technologies offers a full complement of Windows(r), UNIX, and iSeries(r) -based gaming management systems to help you retain and reward customers, manage and forecast your finances, reduce risk, and spot trends. Our technology is sophisticated, stable, and flexible so you can take risk out of the equation.

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**SERVICES:** Agilysys is one of the leading technology providers in the worldwide hospitality and food service markets. We offer proven software, services, hardware and consultation for hotels, casinos, destination resorts, condominiums and conference centers to streamline operations and enhance guest satisfaction while maximizing profitability.

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**DGP Development, Inc.**

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**PRODUCTS/SERVICES:** Key Consulting Software is a team of seasoned professionals specializing in Gaming & Hospitality. For over 20 years, we have provided unparalleled expertise in both Front of House and Back of House application software. Our team includes project managers, system analysts, senior programmers, and SOX compliance experts.

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**SERVICES:** MICROS provides solutions that efficiently manage your entire point-of-sale and property management network. Integrate player tracking with robust comp accounting and create sophisticated guest/player profiles, even across properties. MICROS does it all seamlessly with the latest open platform technology.

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**SERVICES:** Newmarket International, Inc. (www.newmarketinc.com) is the leader in delivering sales, group catering and event software solutions to the global hospitality and entertainment industries. Newmarket International's suite of business solutions can be found in hotels, casinos, restaurants, visitor bureaus, stadiums, meeting arenas and convention centers throughout the world. Newmarket International has over 24,000 installations in over 154 countries. Newmarket International is headquartered in Portsmouth, New Hampshire, with international offices in London, Shanghai and Singapore. For more information, please visit www.newmarketinc.com, and follow Newmarket International on Twitter, Facebook, and LinkedIn.

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**PRODUCTS/SERVICES:** PowerTech provides security solutions for IBM Power Systems™ running IBM i (System i®, iSeries®, AS/400®). Whether you want to control network access to your system, define security policies and provide proof of compliance, receive real-time notification of potential problems, or manage powerful user profiles, PowerTech products offer complete security coverage.

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**SERVICES:** Pillar Data Systems develops Application-Aware Storage systems for midsize and enterprise organizations. With the highest utilization rates in the storage industry, the Pillar Axiom solution is the most efficient storage system on the market today.

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**SERVICES:** A leader in the casino and hospitality management industry, Qualex Consulting Services, Inc., has implemented business solutions for large integrated casino resorts, Native American gaming properties and large racetrack and casino complexes.

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**SERVICES:** Rainmaker is an industry leader in revenue management innovation, delivering automated profit optimization software and consulting services in the gaming hospitality industry. Rainmaker's unique solutions are designed and proven to optimize hotel inventory based on total customer valuation.

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**SERVICES:** Tech Results: Gaming Software for the 21st century. Our products include WAGER data warehousing and customer relationship management, Host VIP! next-generation hosting, Total Promo for Enterprise Ticketless Promotions Management, and Games Direct for Swipe and Win and other direct-to-customer solutions.

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**SERVICES:** RedRock Software provides a Sourcing and Materials Management System for the hospitality industry. It is a web-based .net, enterprise system, which provides full "source to pay" functionality for multi-property or single property hospitality operators. The system is the first of its kind to provide Supplier Relationship Management, Strategic Sourcing and E-procurement, Materials Management, and Food Cost Analysis, all in a single integrated solution.

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**SERVICES:** The most widely installed high availability and disaster recovery solutions in the gaming industry, the IBM i (i5/OS) and AIX products from Vision Solutions protect critical business systems from unacceptable downtime. Vision's iTERA HA™, MIMIX HA® and ORION Solutions™ offerings for IBM i, and the EchoStream™ replication offering for AIX, keep business-critical information continuously protected and available to ensure increased productivity, reduced operating costs and fulfilled compliance requirements.

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