

West Virginia Limited Video Lottery Town Hall

Central Monitoring System
Kick-off Meeting

MAY 18, 2016

CHARLESTON, WEST VIRGINIA





Introduction

John Myers, Acting Lottery Director



Introductions

- WV Lottery & Scientific Games Team:
- This Town Hall is the first of several meetings over the next 18 months to educate and inform the LVL community on important topics.
- We have provided a microphone and podium for you to ask questions during a question and answer period (Q&A) at the end of this presentation. This presentation is being recorded for reference.
- We will recognize people wishing to speak and ask them to step to the microphone, please identify yourself and your organization.
- Housekeeping issues: There are refreshments at the back, restrooms outside in the corridor and please silence your phones.

Introductions



- **WV Lottery:**

- John Myers, Acting Lottery Director
- Tacy Donovan, Deputy Director Video
- Keith Morgan, Information Technology Director
- Danielle Boyd, Chief Counsel
- Ray Moore, Deputy Director Security
- Alvin Rose, Deputy Director Limited Video Lottery Security
 - » Introduction of other Lottery staff present



Introductions

- **Scientific Games**
 - Steve Angelo, Vice President Video Gaming Systems
 - Clark Montoya, Field Service Engineer
 - Sathish Anantharaman, Sr. Director, Software Development
 - » Introduction of other Scientific Games staff present

Agenda



1. New System Components
2. System Testing
3. Conversion
4. Implementation Schedule
5. State of VLT Technology & Gaming
6. High-level Overview of Key Features
7. Project Plan Time-line
8. Operator Costs
9. Service & Support
10. Open Q&A
11. Wrap Up



Introduction

Tacy Donovan, Deputy Director Video Lottery

New System Components



- WV Purchasing requires **new and unused** system software and hardware to be installed.
- Site controllers will be replaced during conversion, existing site controllers will not be supported post conversion.
- New communications methods (cellular) will be installed where possible.

**The objective is to operate with the latest technology
to provide real-time monitoring of machines and the network
that will maximize uptime on machines as well as to increase revenue.**

Technical Requirements



- Many of our current operational challenges revolve around the use of outdated dialup technology.
- The new network is real –time so we can be proactive in managing machines and increasing the time they are available for play.

System Testing Overview

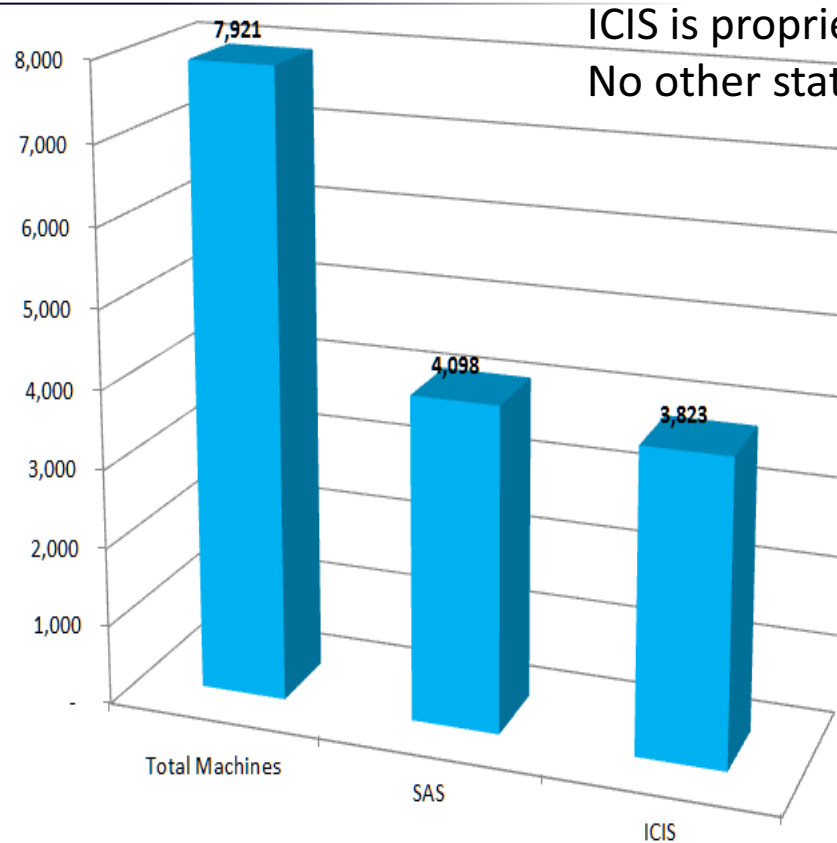


- This project includes a very complex test environment.
- Scientific Games, Lottery, and Gaming Labs International, the independent testing consultant, will be involved in testing all hardware and software to reach a point where conversions can begin.
- In addition, some LVL locations will need to upgrade their existing ICIS machines prior to and during conversion.

ICIS Status 5/12/16 - Overall



All machines

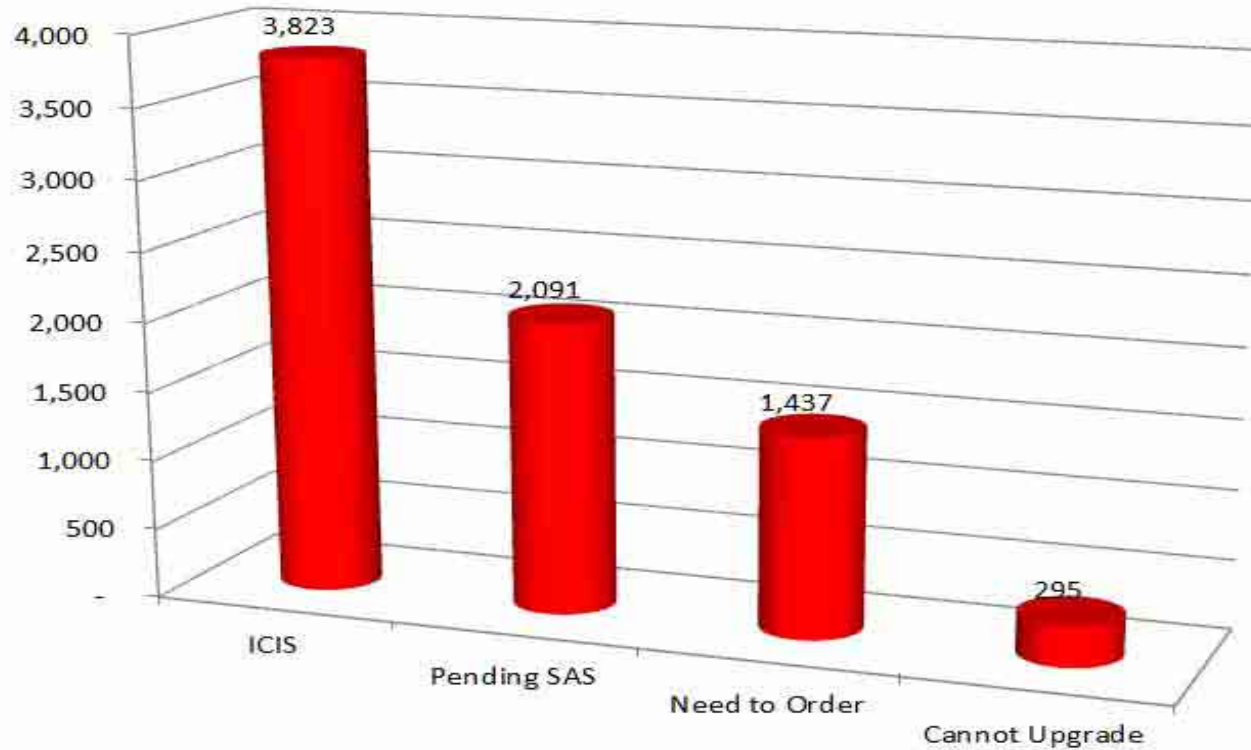


ICIS is proprietary to IGT.

No other state is using ICIS at this time *.

* Per GLI

ICIS Status 5/12/16





SAS Benefits

- **Industry Standard Protocol**

 - Access to a large library of games

 - Increased number of games available on a machine

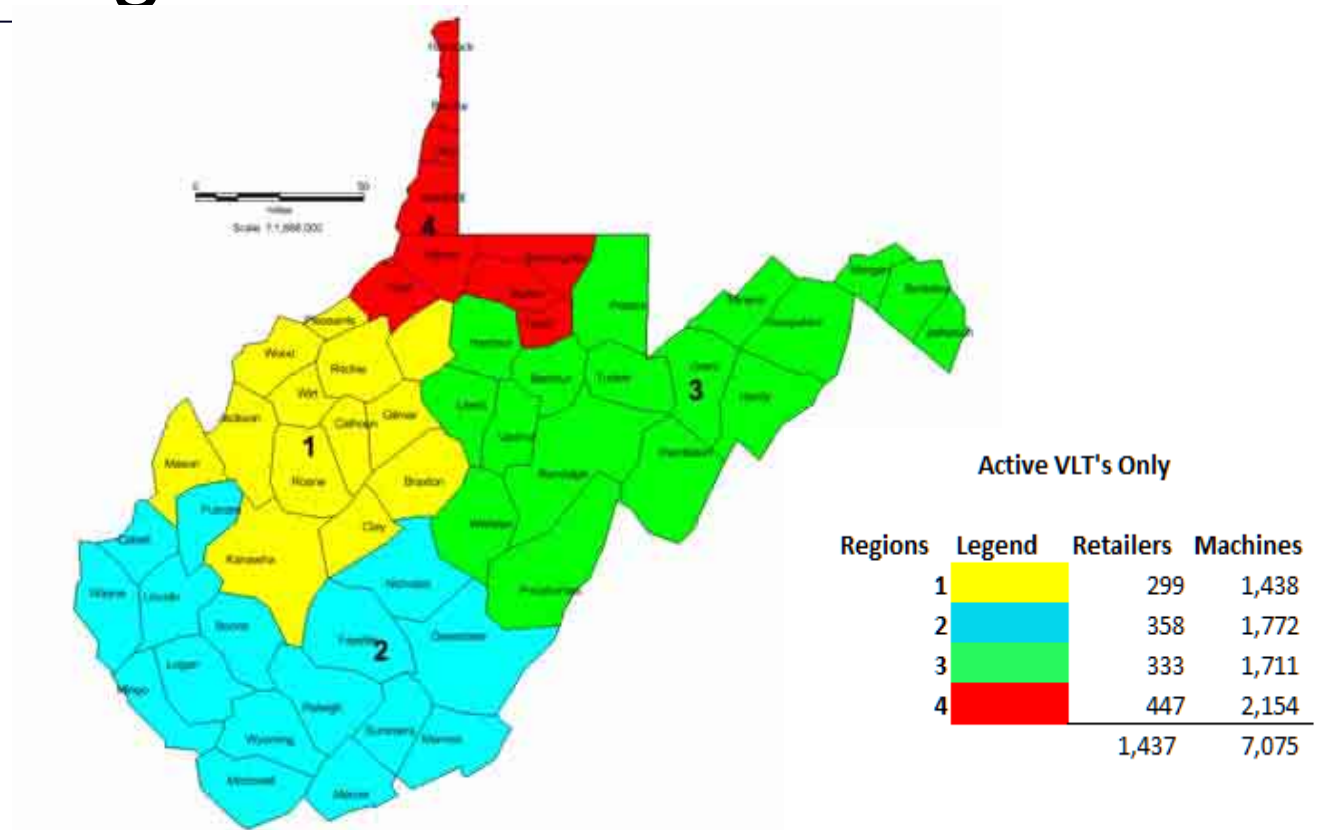
- **Supports progressive games**

 - The most popular type of games in the casinos today

- **Opens the door for tournament play**

 - Community gaming builds excitement among players

Lottery Regions



Conversion Strategies



- The implementation plan to be discussed will point out that only locations that are 100% SAS will be converted to the new system.

- To compare SAS to ICIS performance go to
the lottery website :

wvlottery.com/video-lottery/limited-video-information

Conversion Implications



For the project to be successful for all,
you need to act now, not later.



Conversion Timeframes depend..



- Lottery Computer Room Operators report that the conversion of a typical location (5 VLT's) has taken as little as one hour and as much as five-six hours to complete.
- Although it depends on the number of machines to be converted, the **condition of each machine** and the **skill of your technician** are significant factors in the time to convert.
- The quality of the dialup connection can increase the time to take down the old configuration before starting the new installation.

The Names might be the same...



- Scientific Games acquires WMS in 2014 and Bally 2015



- GTECH acquires IGT and takes on the operating name of IGT (2015)



- But the players have changed!**

CONNEXUS



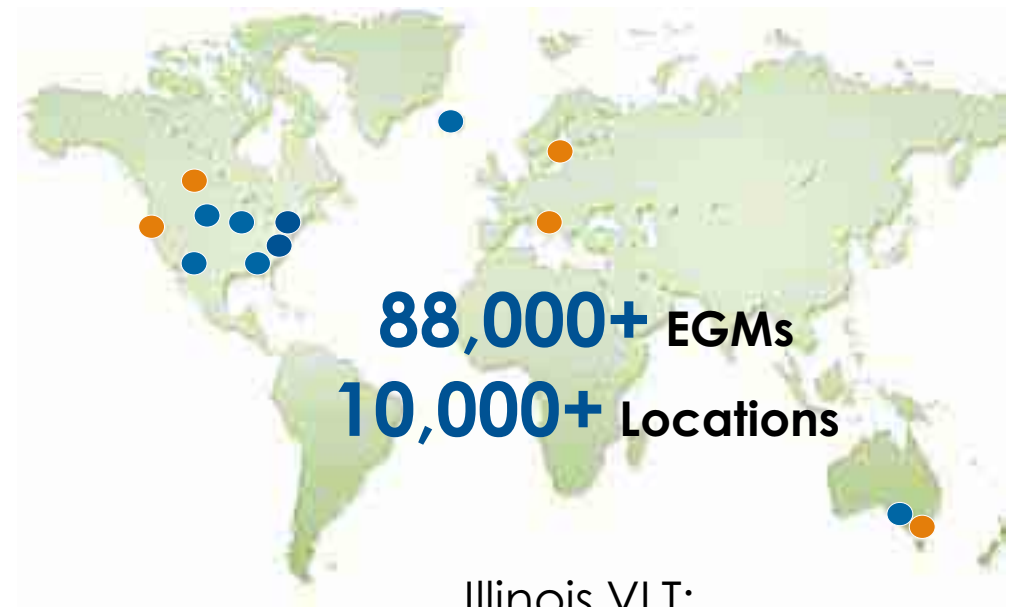
STEVE ANGELO
VICE PRESIDENT VIDEO GAMING SYSTEMS



VLT Technology & Current State



- ✓ *Single or Dual Protocols*
- ✓ *Utilizing SAS & G2S*
- ✓ *Private or Public Cloud*
- ✓ *Real-time Network*
- ✓ *IP Cellular or DSL*
- ✓ *Enhanced Security*
- ✓ *Robust Reporting & BI Tools*
- ✓ *Proactive Diagnostics*
- ✓ *Download & Remote Configuration*



88,000+ EGMs
10,000+ Locations

Illinois VLT:

24K VLTs @ **6K** Locations

IP Cellular Network

SAS & G2S Protocol

Linux Site Controller

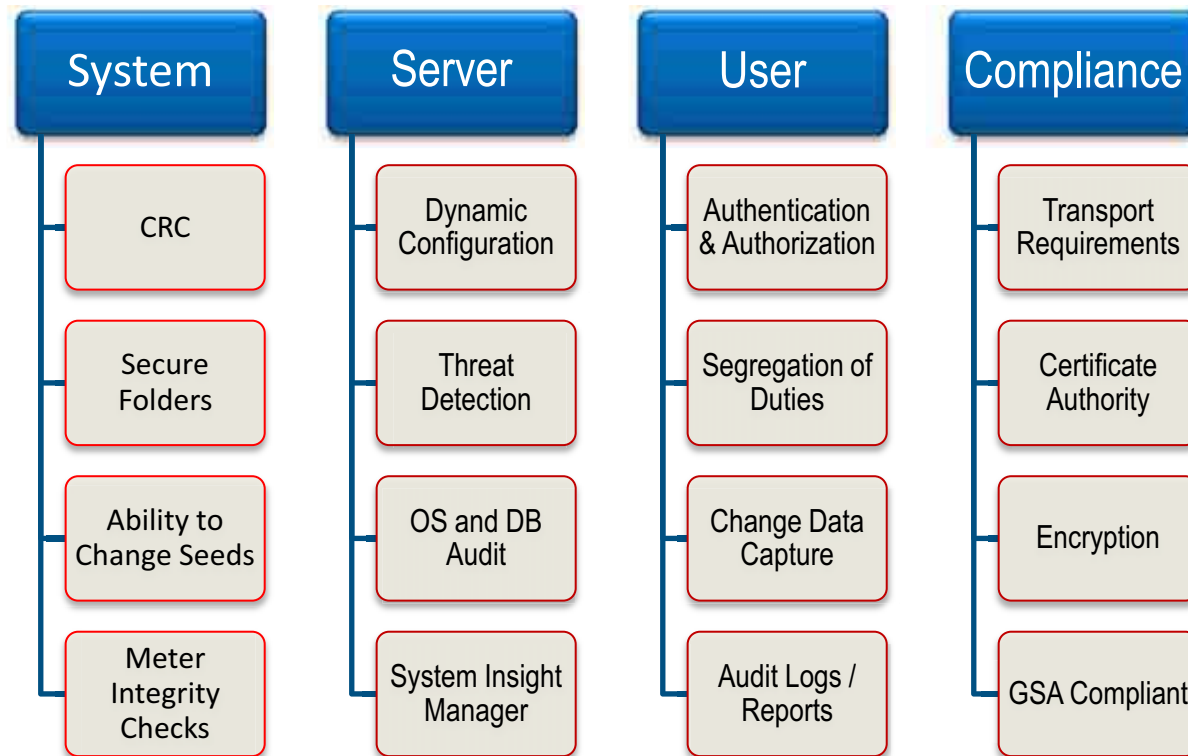
High-level System Features

- Security
- Diagnostics
- Protocol Support
- Network Communications
- Network Monitoring System
- Operator Portal



System Features

4-LAYER SECURITY



System Features

DIAGNOSTICS

Significant Events

- Configurable Rules
- Reactions & Disposition
- Alarms

Monitoring & Notifications

- Email alert
- Network Status
- NMS

Diagnostic Reports

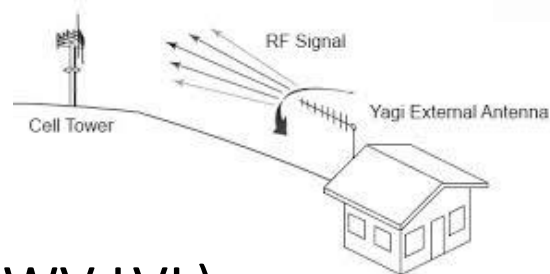
- Event Frequency Report – Detects EGM fault conditions
- Device status reports

System Features

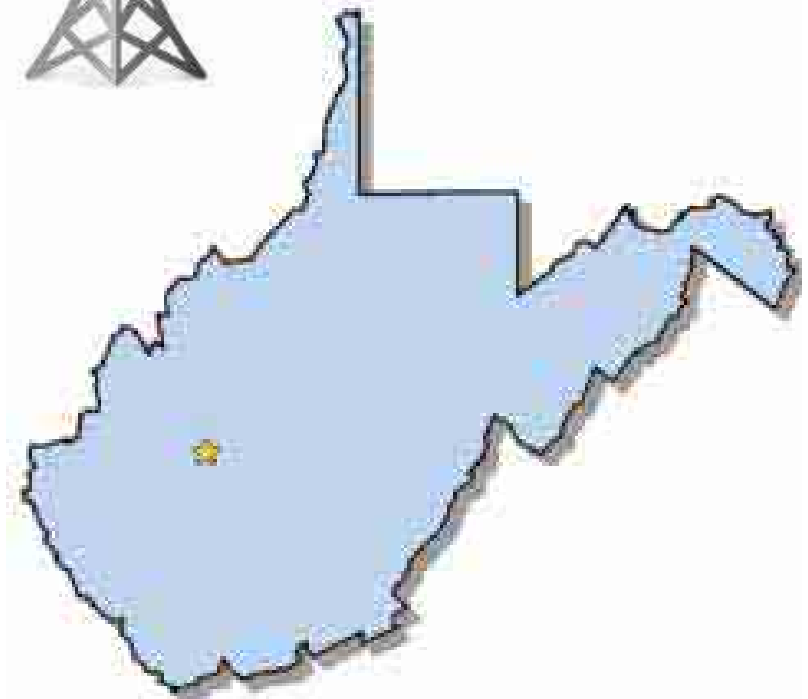
NETWORK COMMUNICATIONS



- **IP Cellular** (~90% of WV LVL)



- **DSL** (~10% of WV LVL)



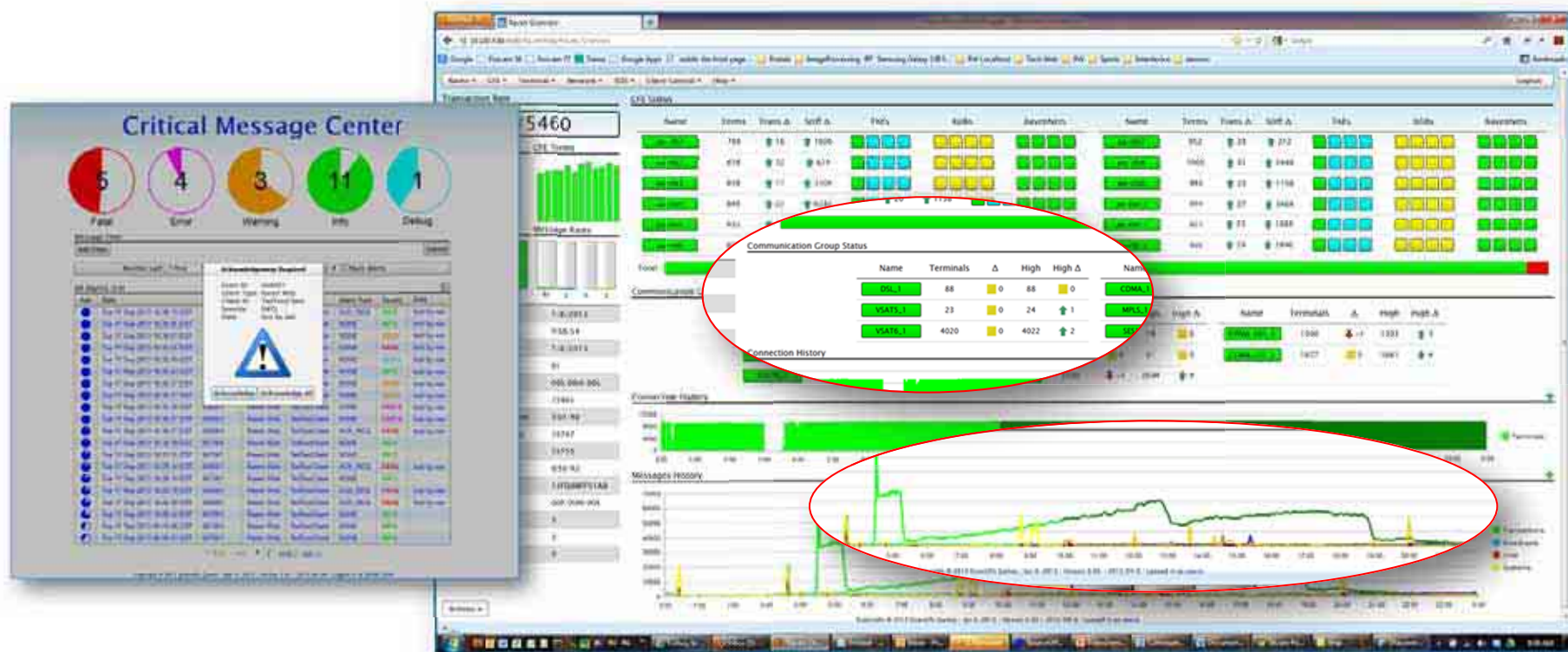
System Features

NETWORK MONITORING

- Browser Based Real-time Monitoring and Diagnostic Tools
- Remote Probing Capability (File Viewing/Pulling)
- Event Tracking & Reporting By Devices
- Status Archiving for Later Analysis
- 24 Hour Trend Graphing
- Heat Map

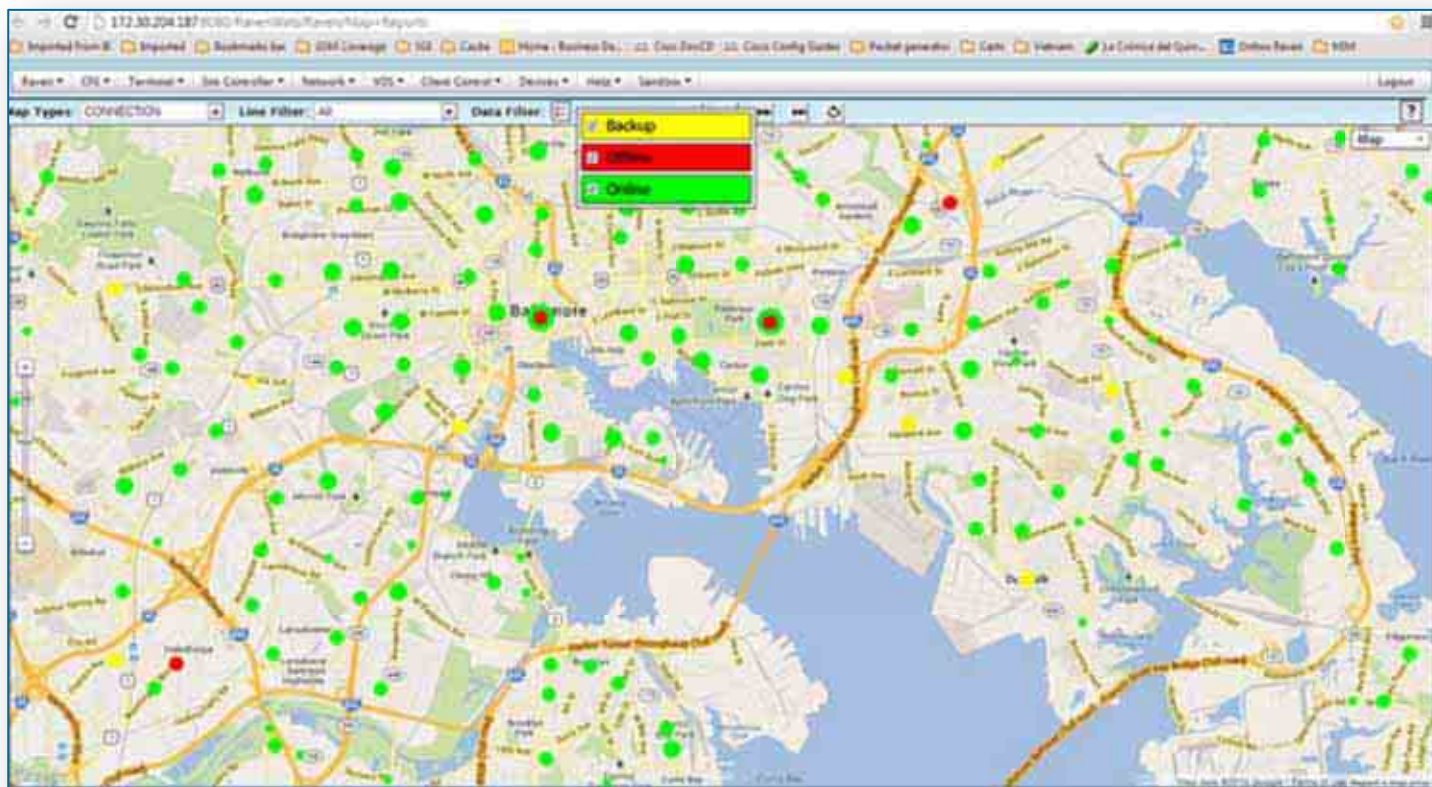
Network Monitoring

LOTTERY DASHBOARD – SYSTEM HEALTH



Network Monitoring

LOTTERY DASHBOARD - HEAT MAP EXAMPLE



System Features



OPERATOR PORTAL

- Functionality allows access to system reports through a secure web portal located in a secure segregated server (DMZ).
- Subscribed reports are generated automatically each day after the accounting process is complete.
- The portal allows the Operators and designated others to access their own reports on a daily basis.
- Highly secure access controlled by the Lottery.

Operator Portal



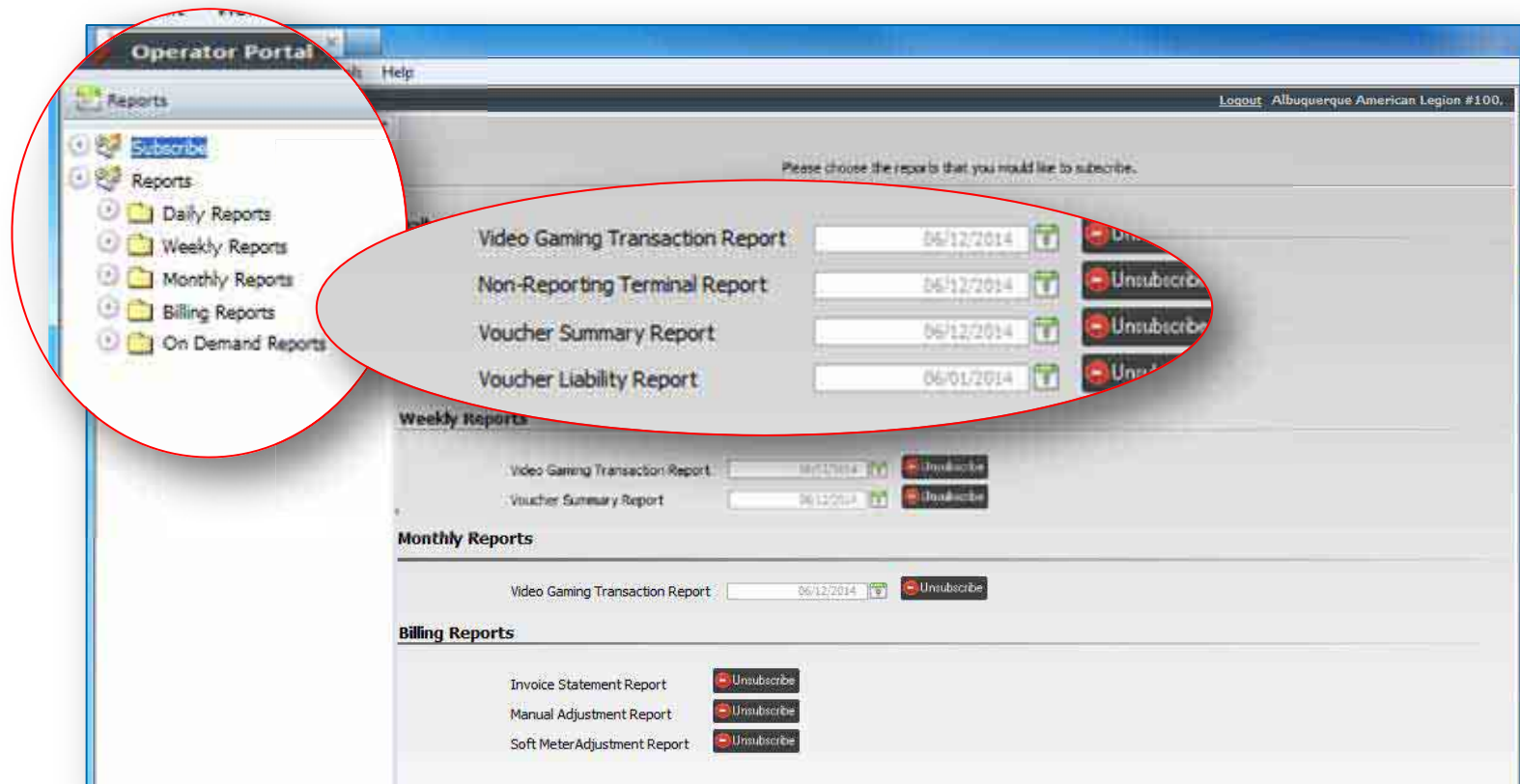
SIGN ON SCREEN

- Financial Reports
- On-Demand Gaming Device status reports
- Billing and Invoicing Reports
- User Friendly Design



Operator Portal

SUBSCRIPTION REPORTS (SCHEDULED)



Operator Portal

DAILY ON-DEMAND REPORTS

The screenshot displays the Operator Portal interface. On the left, a sidebar menu is visible with the following items: **Subscribe**, **Reports**, **Daily Reports** (highlighted), and **Video Gaming Transaction Report**. A red oval highlights the **Daily Reports** folder, with an arrow pointing to a larger, detailed view of its contents. This detailed view lists the following reports: **Video Gaming Transaction Report**, **Non-Reporting Terminal Report**, **Voucher Summary Reports**, **Voucher Liability Report**, **Weekly Reports**, **Monthly Reports**, **Billing Reports**, **On Demand Reports**, and **VGT Status Report**. A second red oval highlights the **Select Date Range** dialog box, which shows the **Start Date** as Monday, August 11, 2014, and the **End Date** as Monday, August 11, 2014, with a **Go** button. The main content area on the right displays the message: **<< Please Select A Report**. Below this message, instructions state: "Please choose from the reports on the left; via expanding the folder. Select the desired file from the list which is then populated and click >> Open File to view the PDF. Users with executive role must select a user to access the reports."

Operator Portal

REPORTS – PDF OR EXCEL



The screenshot shows the 'Operator Portal Reports' application window. The interface includes a menu bar (File, Edit, View, Favorites, Tools, Help) and a sidebar with a 'Reports' tree. The main area displays a table of reports. Two red ovals highlight specific parts of the interface: one oval highlights a row in the report table, and the other oval highlights the 'Open PDF' and 'Open EXCEL' buttons for a selected report.

Processed Date	Report Name	Open PDF	Open EXCEL
8/12/2014 9:30:29 AM	Video Gaming Transaction Report From 08/11/2014 To 08/11/2014		
8/11/2014 12:58:10 PM	Video Gaming Transaction Report From 08/10/2014 To 08/10/2014		
8/10/2014 9:30:53 AM	Video Gaming Transaction Report From 08/09/2014 To 08/09/2014		
8/9/2014 9:30:31 AM	Video Gaming Transaction Report From 08/08/2014 To 08/08/2014		
8/8/2014 9:31:04 AM	Video Gaming Transaction Report From 08/07/2014 To 08/07/2014		
8/7/2014 9:30:34 AM	Video Gaming Transaction Report From 08/06/2014 To 08/06/2014		
8/6/2014 9:31:24 AM	Video Gaming Transaction Report From 08/05/2014 To 08/05/2014		
8/5/2014 9:30:37 AM	Video Gaming Transaction Report From 08/04/2014 To 08/04/2014		
8/4/2014 9:31:23 AM	Video Gaming Transaction Report From 08/03/2014 To 08/03/2014		
8/3/2014 9:30:37 AM	Video Gaming Transaction Report From 08/02/2014 To 08/02/2014		

Operator Portal

PRE GENERATED REPORTS

SG VIDEO - VLCS									
Retail Report									
		Funds In	Funds Out	Current Credits	Net Funds	Amt Played			
Date: 8/11/2014 8:45:13 AM									
Report Date: 8/11/2014	0010307672	\$278.00	\$152.75	\$0.00	\$125.25	\$733.75	\$608.50	\$125.25	\$0.00
Report Time: 8:45:13 AM	000001085349	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Retailer: 1437335		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Ex-14	1441008	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
A1-5	1271735	\$72.00	\$20.00	\$0.00	\$52.00	\$237.97	\$185.97	\$52.00	\$0.00
MA1-6	1499601	\$109.00	\$32.92	\$0.00	\$76.08	\$192.19	\$116.11	\$76.08	\$0.00
VLT-F3-3088	V971211481	\$200.00	\$130.50	\$0.00	\$69.50	\$476.50	\$407.00	\$69.50	\$0.00
VLT-F3-308A	V971111236	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
VLT-F3-30A2	V970407763	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
VLT-F3-30C8	V970407587	\$130.00	\$0.00	\$0.00	\$130.00	\$192.00	\$62.00	\$130.00	\$0.00
VLT-F3-30C9	V970910289	\$460.00	\$260.00	\$0.00	\$200.00	\$688.00	\$488.00	\$200.00	\$0.00
VLT-F3-30CA	V971010958	\$60.00	\$56.45	\$0.00	\$3.55	\$262.15	\$258.60	\$3.55	\$0.00
VLT-F3-30A2	V010710584	\$14.00	\$0.00	\$0.00	\$14.00	\$65.60	\$51.60	\$14.00	\$0.00
VLT-F3-30C8	V970910289	\$14.00	\$0.00	\$0.00	\$14.00	\$65.60	\$51.60	\$14.00	\$0.00
VLT-F3-30C9	V970910289	\$14.00	\$0.00	\$0.00	\$14.00	\$65.60	\$51.60	\$14.00	\$0.00
VLT-F3-30CA	V971010958	\$14.00	\$0.00	\$0.00	\$14.00	\$65.60	\$51.60	\$14.00	\$0.00
VLT-F3-3153	V010710584	\$14.00	\$0.00	\$0.00	\$14.00	\$65.60	\$51.60	\$14.00	\$0.00
Totals for 8/11/2014 8:45:13 AM:		\$1,323.00	\$652.62	\$0.00	\$670.38	\$2,848.16	\$2,177.78	\$670.38	\$0.00
Totals for Albuquerque American		\$1,323.00	\$652.62	\$0.00	\$670.38	\$2,848.16	\$2,177.78	\$670.38	\$0.00
Totals for NM Retailers:		\$1,323.00	\$652.62	\$0.00	\$670.38	\$2,848.16	\$2,177.78	\$670.38	\$0.00

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Operator Portal

VLT STATUS REPORT

On Demand Reports

File Edit View Favorites Tools Help

Operator Portal

Reports

Select Date Range

Start Date: 08/13/2014
End Date: 08/13/2014
Time: 06:27:58 AM

For Establishment: Albuquerque American Legion #100

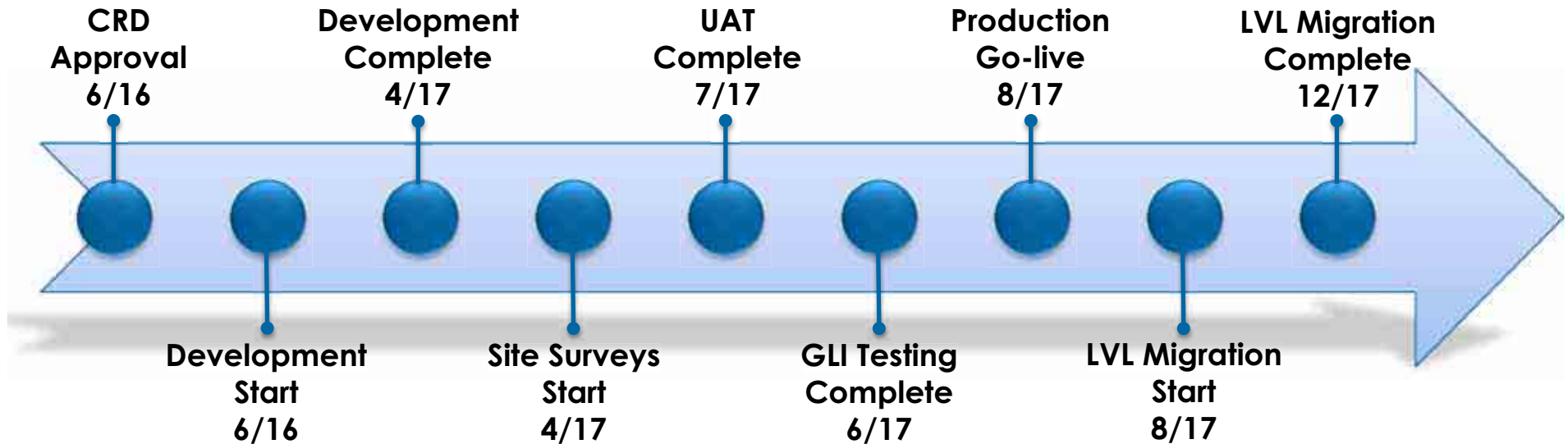
SG VIDEO - VLCS
Current VGT Status Report
For Operator: Albuquerque American Legion #100

Spot Name	Unique Identifier	Serial Number	Current Status
MA1-4	7555	1441008	Ready
VLT-FS-3088	3088	V971211481	Ready
VLT-FS-308A	308A	V971111236	Ready
VLT-FS-3042	3042	V970407763	Ready
VLT-FS-30C8	30C8	V970407587	Ready
T-FS-30C9	30C9	V970910289	Ready
30CA	30CA	V971010958	Ready
5153	5153	V010710584	Ready
10702	10702	000001085349	Ready
110009	110009	S010307672	Ready

Online
1 of 1

Project Timeline

HIGH-LEVEL OVERVIEW



Operator Costs

- Site Equipment
- Network

Operator Costs **INVOICED BY SG**

SITE EQUIPMENT

New Site Equipment

- Site Controller
- 22" 10-Touch Screen Monitor
- Thermal Printer
- Scanner w/ stand
- Network Comms HW

2 Purchase options - Initial Setup:

Package Pricing: **\$3,095 per kit**

Lease: **\$88.95 per kit per quarter**

- Credit app + requirements
- Non-payment consequences – Site shutdown

Site Equipment Replacement Costs

▪ Site Controller	\$2,795
▪ Monitor	\$895
▪ Printer	\$475
▪ Scanner	\$415

Package Discount
\$3,930

Operator Costs **INVOICED BY SG**

NETWORK

- IP Cellular or DSL Network
- Full Data Coverage for life of the contract
- Annual preventative maintenance of hardware
- Invoiced and payable to SG
- Credit app + contract terms w/ consequences (site shutdown)

Individual Replacement Costs

▪ IP Cellular Modem	\$550
▪ DSL modem	\$550
▪ Switch	\$39
▪ Signal Booster	\$225
▪ External Antennae	\$68

Monthly Fee Per Site: \$70.00

Initial Connection Fee: *\$198.80 per site

****Still negotiating with telecom vendors ↓***

Service & Support

FIELD SUPPORT

- Site Surveys
- Installation Service Includes
 - Site Equipment
 - Networking Equipment
- Warranty Service
- Bench Repair
- Post Warranty Support and Service
 - Hotline phone support
 - Network Communications support
 - Time and Material, on-site billed at standard rate (currently at \$125/hr plus materials)

*Finalizing Response Times
and Service Requirements
with the Lottery.
Will be published during
our next Town hall.*

Q&A



Wrap Up

DIRECTOR JOHN MYERS

