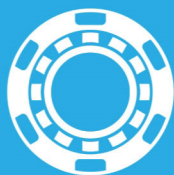




BRIGHTON TECHNOLOGIES GROUP

AUSTRALIA'S LEADING GAMING SYSTEM

www.brightongroup.com.au



Connect Gaming

Premium Gaming Solution for Clubs & Casinos



- Interfaces to all Gaming Loyalty Systems
- Full two way communication with Android Smartphones and Smart watches
- Real-time reporting & statistics
- User-friendly, easy to use
- Touch screen capabilities
- Communicates with your existing pagers, DECT, PABX, Bluetooth, etc



BRIGHTON TECHNOLOGIES GROUP (AUSTRALIA)

Phone:1300 367 177 | www.brightongroup.com.au



BRIGHTON TECHNOLOGIES GROUP

BTG CONNECT PRO GAMING PAGING

Is your gaming paging system advanced enough to meet today's expectations of your players?

One vital aspect of gaming service that is often overlooked until it becomes completely necessary to replace it, is the gaming paging system. These systems have become an integral component of the player experience.

Players and customers in general across the whole hospitality market have become less patient with a delay in service. We have come to expect that we are immediately connected with anything we could possibly want at the touch of a button. Technology has made us dependent on the idea of always being connected with our smartphones, computers and now our watches, all programmed to provide us with immediate information, entertainment and communication at any given time. Connect Pro Provides strategic management of both the floor and staff that only detailed data and analysis reporting can supply.

In the BTG Connect Pro gaming paging system, technology-driven design has been the focus of development trends, in order to meet contemporary customer needs.

Two-way communication devices such as smart phones and smart watches along with existing pagers can easily be integrated to manage service calls, escalations and breaks. Cost efficiencies are further enhanced by using wearable smartwatches that can't be dropped from service trays.

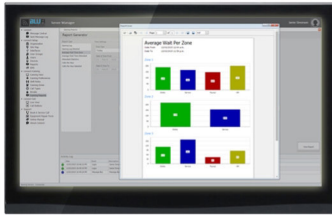
If your gaming paging system can't:

- Seamlessly interface to all major loyalty systems with more information, call to action responses and full reporting using state of the art reliable devices
- Connect and work with existing pagers, smart watches, two-way devices, and smartphones through an app on a Windows platform
- Provide reports for all areas of the gaming floor, by days, shifts, and hours, for strategic management and development of staff service incentives
- Offer touchscreen capability with two-way communications
- Talk to any POS, and gaming loyalty system

...then you are falling behind the technology that can provide you with the information required to deliver to the customer what the customer now expects. When customers are waiting at a machine.

BTG will provide a free 3 month evaluation with Connect Pro, to enable you to compare the benefits over your existing solution. BTG is a managed service solution which includes all hardware, software, support and training with a fixed monthly fee per machine, and no long term contract required.

CONNECT GAMING HAS MORE FEATURES & INTERFACING ABILITIES THAN ANY OTHER SYSTEM IN THE WORLD!



REMOTE DISPLAY SCREEN



DECT PHONE SYSTEMS



LAN/WAN - ANY PC



ACCESS CONTROL / ALARM SECURITY SYSTEMS



POINT OF SALE



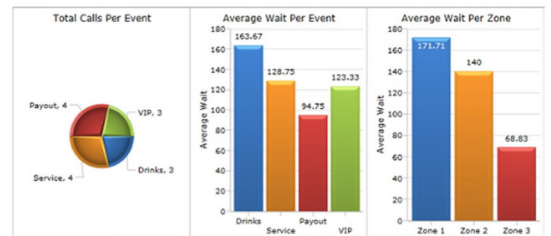
WI-FI SMART WATCH



PABX - IP/ VOIP



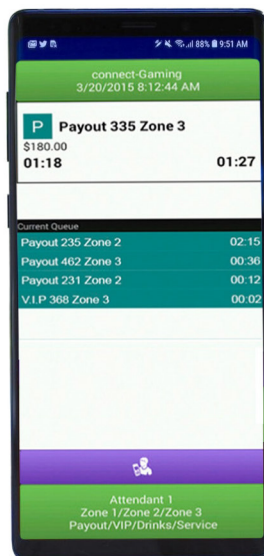
WIRELESS CALL BUTTONS



REAL-TIME REPORTING (65+ REPORTS)



TWO WAY RADIOS



SMARTPHONE DEVICES



ALPHA-NUMERIC PAGER & WATCH

CONNECT GAMING

The **Connect Gaming** system is the most sophisticated Gaming Paging System on the market. Extensively used in the Gaming Industry, from Pubs and Clubs to Casinos, Australia wide and internationally.

The **Connect Gaming** system integrates directly with all Gaming Loyalty Systems to alert gaming attendants when an event arises like a payout or drink request. All events are queued to ensure the first patron to request service, is the first one attended to. Calls rotate evenly to all attendants who are logged on to the system. Attendants receive messages via Android Smartphone, Android Smartwatches, RF pagers, DECT phones, SMS to mobile phones from **Connect Gaming** system.



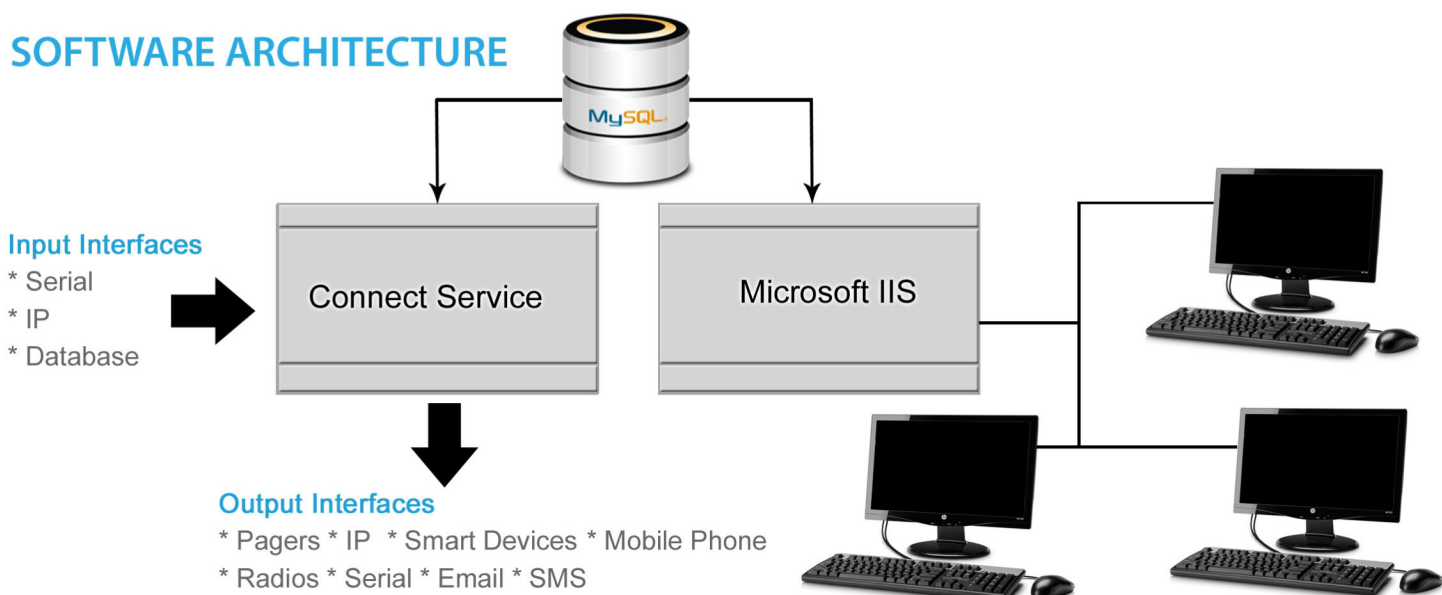
ESCALATIONS AND NOTIFICATIONS

With **Connect Gaming** escalation levels, you can ensure that every call gets answered within a certain time frame. If a call is not responded to in time, there is a number of different escalation types from repeating the call to another attendant or backup attendant, or notifying a Duty Manager or Gaming Manager. Managers can also be notified instantly if there are too many calls active at any one time, so they know that they need to put more staff on the floor.

REAL-TIME REPORTING AND STATISTICS

The **Connect Gaming** Reporting module allows any authorized user to generate real-time reports quickly and efficiently. These reports can be exported to Excel or printed as a PDF. Now you can monitor Attendants performance, busiest times and days, busy areas within a zone and receive much more information from any PC on the network. This will allow you to monitor productivity and efficiency as well as assisting in scheduling rosters, as you will know when your quiet and busy times are throughout the day.

SOFTWARE ARCHITECTURE





MAIN BENEFITS OF CONNECT GAMING

- ▶ Full communication with Android Smartphones and Smartwatches
- ▶ Send messages to Wireless Devices such as Pager, Watches, Phones as well as Text Messaging to Mobile Phones, Email and PC Based Display Terminals
- ▶ Interfaces to all loyalty providers offering
 - Multiple zone
 - Tiered Loyalty
 - VIP Paging
 - Car Park VIP Alert
 - All major loyalty provider integration.
 - Endless escalations & notifications
 - Real-time reporting and inbuilt reports
 - Smart Phone Application to allow managers to make changes on the fly
- ▶ Multi Site Support
- ▶ Attendant touch screen to allow staff to log on or off during breaks to change tasks and/or shifts
- ▶ Multiple display screens allow customer and attendants to view gaming calls and escalation positioning
- ▶ Ability to allow digital advertising of products/service on their screens to increase impulse sales and branding
- ▶ Full user restriction, password protection and fully networkable with web based features

The Connect Gaming VIP module allows gaming attendants to receive notification when a VIP is onsite and swipes their card in a kiosk or inserts it into a gaming machine.

It will provide the attendant with all relevant customer details such as Name and Tier Level

The other function of the VIP module allows for top tier players to progress faster within a gaming queue when a service or drinks button is pressed.

This will provide your VIP customers with faster service levels consistent with their status in your club.

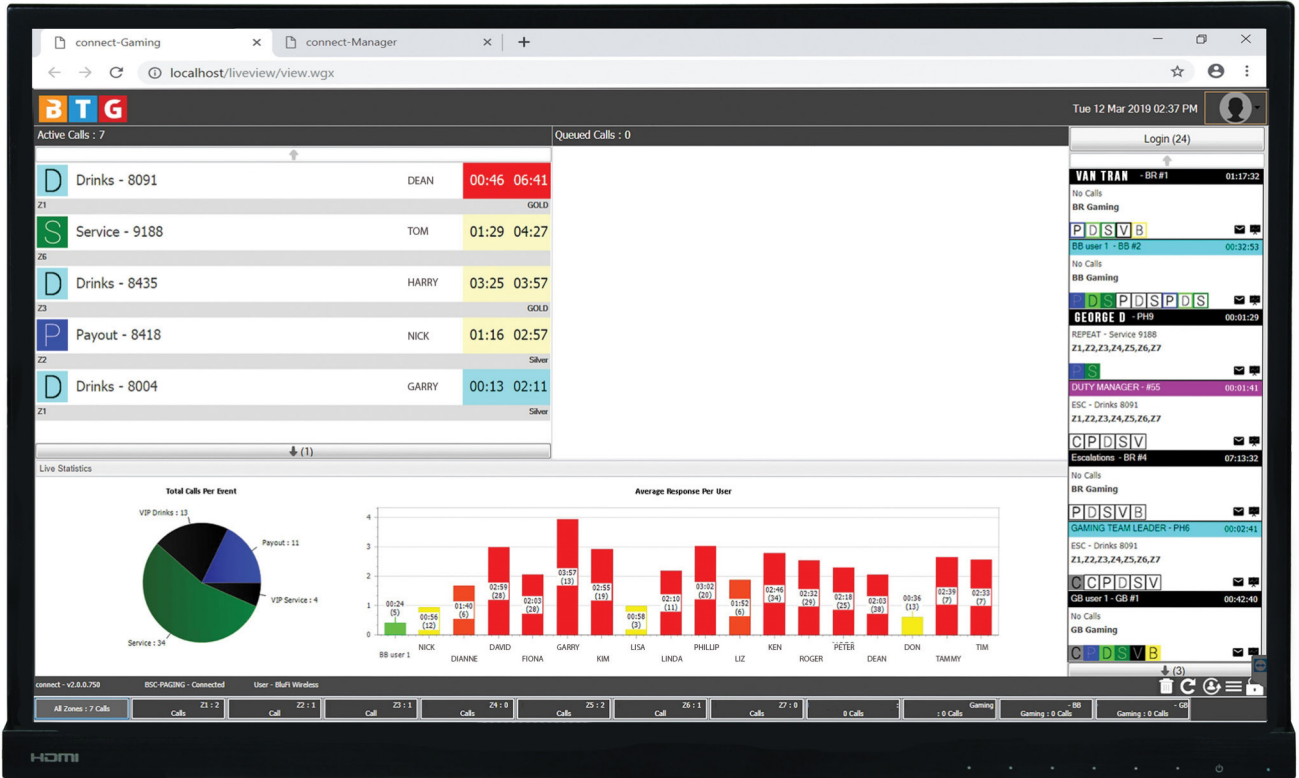
CONNECT GAMING FEATURES

- Full Alphanumeric messaging to pagers
- DECT phones, mobile phones
- Email addresses popup on PC network
- Dynamic real-time reporting and statistics
- Fully configurable escalation paths - Up to 999
- Multiple gaming zone configurations
- Event colour coding for easy reference
- User restrictions and password restrictions
- Networkable to any authorised computer
- Alarm integration and notification alerts
- Simple user interfaces
- Touch Screen compatible for gaming floor access

CONNECT GAMING vs GENESIS

Connect Feature	Advantage Over Genesis
Windows Service Based	Genesis is a Windows Application which requires the server PC to be always logged in and the application running. Connect is cloud-based
Web Based Interface	Genesis requires a Windows based application to be installed on every PC that wishes to use the software. Connect can be accessed from any PC on your LAN by a user with appropriate permissions.
Server Operating System Support	Genesis Server only supports up to Windows 7. Connect supports all versions of Windows higher than Windows 7, including Server Operating Systems
No Server Restart Required	The Majority of changes in Genesis require an application restart for the new settings to apply. All Connect settings are applied live when the corresponding Save Button is clicked.
Multi Site Support	Genesis has a very limited implementation for Multi Site venues. Connect has native Multi Site support which also includes consolidated reporting for the venue. Connect also implements a Tiered structure which determines visibility and associated permissions. An example of this is if a user at Site 1 logs into the Connect system they will only see Zones , Devices etc from Site 1. A User at Site 2 will only see the Site 2 specific settings. If an Administrator is a member of all sites then they will see everything when they log into the system
Event Management System (EMS)	Genesis has a basic 10 step escalation process that a gaming call can follow. These escalations are a single try event and will fail if there is not a user available to escalate the call to. Connect has an unlimited escalation process in which you can control and/or change the current status of the call at any time during the call life cycle. The EMS is aware of the current escalation state and can allow for delayed processing of the escalation event if no users are available
EMS Time of Day Based Events	Connect has the ability to change the Escalation Process based on the time of day. This is a very powerful feature which allows for different escalation times and path to be configured for different days of the week and times. This is a dynamic feature and will be automatically processed if configured.
Call Assignment	Genesis only has the ability to assign a call to the Primary Attendant Role. Connect allows you to specify which Role the call is assigned to
Multiple Call Assignment and Call Notification	Genesis only has the ability to assign a call to a single user. Connect allows you to send the call to as many users as required. An example of this would be to Notify All Supervisors when a specific event happens
Native Tiered Loyalty and Priority Paging	Genesis supports Tiered Loyalty and Priority Paging but requires a technician to modify a custom script. Connect allows the end user to configure all Tiered Loyalty and Priority Paging setting via the Web Interface. Setting changes in Connect are live so there is no need to restart.
Scheduled Tasks	Genesis does not have the ability to process Scheduled Tasks such as Automatically sending reports. Connect has a complete Scheduled Tasking engine which allows the user to configure when reports are sent as well as other tasks such as Reminder Messages and System backups
Target Groups	Genesis groups are a collection of devices such as Pagers. Connect Target groups are a dynamic entity which allows the user to setup a group which can consist of any combination of Devices (Pagers, DECT Phones, Email, Smart Devices etc), Users, Shift Roles, Rosters and Site Maps (For Example all users in Zone 1)
Rosters	Connect has a built in rostering system which can change who the calls are delivered to, based on the time of day. An Example of this would be when a Security Alarm is raised between 9am and 5pm notify the Duty Manager but outside these hours deliver to the Security Guard on duty.
Live Statistics	The Connect Live View has the ability to display Live Statistics indicating the current state of the Gaming Floor. These statistic consist of Charts and Graphs which can display data such as Average Response Time, Total Wait Time, Total Calls, Last Calls for any selected Time Period. For example display the Average Waiting time updated every 15 minutes.

CONNECT LIVE VIEW SCREEN



SAMPLE REPORTS

Average Response Per User Per Call Type

Date From 11/03/2019 9:00:00 AM
 Date To 12/03/2019 6:00:59 AM
 Time Inclusive False
 Report Criteria Site Filter: .Z1, Z2, Z3, Z4, Z5, Z6, Z7

LOGO

STAFF #	Total Calls	Average Response
STAFF #5	70	01:52
Drinks		01:52
STAFF #3	84	03:13
Drinks		03:13
STAFF #1	91	03:34
Drinks		03:34
STAFF #4	6	02:40
Payout		02:40
Service	5	04:39
VIP Drinks	16	03:07
STAFF #6	5	04:35
Drinks		04:35
Payout	14	02:15
Service	15	02:17
STAFF #3	30	02:34
Drinks		02:34
STAFF #5	9	02:03
Drinks		02:03
Payout	22	02:12
Service	41	01:57
STAFF #1	86	02:48
Drinks		02:48
STAFF #6	7	03:20
Drinks		03:20
Payout	12	02:25
Service	13	02:05
STAFF #4	2	01:54
Payout		01:54
Service	4	02:04
STAFF #6	101	02:48
Drinks		02:48
STAFF #3	84	02:18
Drinks		02:18
STAFF #1	50	02:37
Drinks		02:37
STAFF #5	4	03:54
Drinks		03:54
Service	1	01:27
STAFF #7	57	02:27
Drinks		02:27
STAFF #3	13	02:05
Service		02:05

Total Calls Per Day Of Week

Date From 4/03/2019 9:00:00 AM
 Date To 11/03/2019 6:00:59 AM
 Time Inclusive False
 Report Criteria Site Filter: [Sydney, Brisbane, Adelaide

LOGO



Call Type	Count	Average Queued	Average Response	Average Total Wait
Sunday				
Service	191	00:18	02:14	02:32
Drinks	2145	00:32	02:53	03:36
VIP Drinks	184	00:12	02:38	02:51
VIP Service	31	00:15	01:46	02:01
Payout	97	00:08	02:06	02:15
Total	2648	00:29	02:47	03:16
Monday				
Drinks	1416	00:26	02:40	03:07
Service	142	00:15	01:56	02:11
VIP Drinks	132	00:09	02:14	02:23
Payout	65	00:21	01:51	02:12
VIP Service	10	00:05	01:46	01:52
Total	1765	00:24	02:32	02:57
Tuesday				
Drinks	1509	00:26	02:36	03:03
Service	172	00:22	02:04	02:27
VIP Drinks	136	00:22	02:30	02:52
Payout	83	00:15	01:58	02:14
VIP Service	36	00:04	02:31	02:36
Total	1936	00:24	02:31	02:56
Wednesday				
Service	216	00:34	02:19	02:53
Drinks	2302	00:56	02:44	03:40
Payout	110	00:33	02:17	02:51
VIP Drinks	183	00:43	03:03	03:47
VIP Service	40	00:18	02:44	03:02

THE WORLD'S LEADING GAMING COMMUNICATIONS SOLUTION



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