

Burswood Resort Casino

WA, Australia

CommtechWireless is pleased to announce their recent upgrade to the wireless messaging facilities of Western Australia's Burswood Resort Casino.



When it became obvious that the ever-expanding casino had outgrown the nevertheless impressive capacity of its original PAGELynx system, it was time for a paging system that could take in gaming data from new machines and provide staff notification of customer service and machine attendance requests.

At the time, this meant that the development of a new interface.

The IGS interface is a purpose-built interface, essentially allowing BASEPage to receive gaming information from a common IGT Gaming Protocol.

Incorporating 50 alpha-numeric staff pagers, 100 BASEPage users and a PTX25 paging transmitter with a Dipole antenna, the final upgrade matched Burswood's requirement of an upgrade path for the usage of even more expanded facilities - such as the Resort's Hotel and Golf Course.

The ability to track operational data from machines and stay in direct contact with customers, is set to improve Burswood's ability to serve their customers and to maximise the performance and profitability of their gaming machines.

Now, when a machine goes offline and needs to be serviced; a message is sent to the first available, qualified staff member - ensuring that every machine is online. This can mean an increase of up to 20% in a machine's profit. Even a 10% increase per day, for each machine across the entire casino, soon begins to add up to substantial profit increases over the entire year.

Similarly, when a customer calls for drinks or change, wait staff can be alerted immediately and customer service levels maintained.

The rapidly growing, world-class Burswood Resort Casino now has a powerful new tool for their gaming staff and a system that is readily expandable to incorporate the remaining Resort centres.



Location: Perth, Australia

CommtechWireless is a world-leader in the supply of wireless communication solutions for the Healthcare, Hospitality, Emergency Services and Casino industries.

With 4000 plus sites across 50 countries, Commtech is helping businesses everywhere to *get the message*.

CommtechWireless

www.commtechwireless.com
sales@commtechwireless.com

Australia
PO Box 1037 OPDC 6916
PERTH, Western Australia
Phone: +61 8 6240 0000
Fax: +61 8 6240 0001

United States
8301 Cypress Plaza Drive, Suite 105
JACKSONVILLE, FL, 32256-4416
Phone: +1 904 281 0073
Fax: +1 904 281 0074

Europe
Vindinggaard Ringvej 1
DK-7100 Vejle, Denmark
Phone: +45 82267280
Fax: +45 82267289