



# Casino Cash Trac – I24

## Implementation Project Overview

### Proposed CCT Project Team

Client and CCT will actively work together in managing resource needs and schedules to meet the Project timeline and complete Project deliverables. A CCT Project Lead will be provided as a point-of-contact to manage its schedule or staff. This Project Manager will be the escalation point for any concerns raised during the Project.

| Title                              | CCT Resource | Purpose   |
|------------------------------------|--------------|---|
| Business Consultant (Project Lead) | Austin Kang  | Provide guidance & organization for the project, ensuring that the project deliverables are met, and the scope of the implementation is complete. Conduct super user training. To provide support during the deployment period. |
| Business Consultant                | TBD          | Assist Project Lead in staffing, scheduling, data validation, and training  |
| Accounting Consultant              | TBD          | Conduct super user revenue audit and accounting training. To provide revenue audit and accounting support during the go-live period. To provide adjustments to the configuration of revenue audit and accounting reports.       |
| Systems Consultant                 | Doug Summers | Consult & assist with configuring the software servers, create the required system connections, and install the software to the target version.   |

### I24 Platform Overview

| Operations   | Performance   | Play   |
|--|---|--|
| Operations, Slot Machines, Table Games, Budget, Non-Gaming, and Hotel Portals provide in-Depth Analysis of Casino Operations metrics in filterable, multi-dimensional views. | Slot and Table Performance; Slot Interactive Summary, Fair Share, Current VS Prior, Machine Listing, and Detail Reports Provide detailed metrics from your floor over a time range. | Aggregated Play; Slot, Table, and total Play summaries; Current VS Prior; Performance by time; Player List and Detail Reports provide detailed player performance metrics over time. |
| Operations Summary to provide overall Operations Report in a distributable format.   | Detailed view of operations aggregated floor performance for in-depth analysis of floor strategies.   | Detailed view of player list, performance over time, historical Comparison across games and in total.  |
| Executive level view across all operations with 7 stock KPI Horizon Comparisons for your data.   | Management Level view of slot performance across 7 performance dimensions out of the box.   | Management Level view of player performance over time with applicable comparison to the past.  |



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### Benefits of I24 Platform

- ❖ End-to-End Visibility into the Entire Operation
- ❖ Reports are Available Near Real Time and Updated Throughout the Day
- ❖ One Source of the Truth
- ❖ Compliments existing Systems
- ❖ Evolves with Your Data Needs
- ❖ Supports data-driven business decisions across the organization

### CCT Project Principles

- ❖ Strong Departmental Project Champions
- ❖ 'One Team' Mentality by All
- ❖ Get Exposure to the Software Early
- ❖ Knowledge Transfer through Delivery
- ❖ Planning/Scheduling Resources to Meet all Testing, Training, and Integration Needs
- ❖ Scope Management



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### Common I24 Project Milestones and their Outcomes:

| Project Milestone   | Description  | Outcome/Deliverables   |
|---|--|--|
| <b><u>Kickoff Meeting</u></b><br><br>   | <ul style="list-style-type: none"> <li>❖ Discuss project goals, key contacts, and timelines for IT Environmental Setup and Scope and Design phases</li> <li>❖ Review any constraints for Installation Dates</li> </ul>   | <ul style="list-style-type: none"> <li>❖ IT Environmental Setup Target Completion</li> <li>❖ Site Assessment Target Date</li> </ul>  |
| <b><u>Licensing &amp; Regulatory Approval</u></b><br><br><i>Prior to IT Environmental Setup</i> | <ul style="list-style-type: none"> <li>❖ Complete CCT company and primary project team individual licensing requirements with Gaming Commission/Compliance</li> <li>❖ Complete preliminary Gaming Commission/Compliance software implementation approvals</li> </ul> | <ul style="list-style-type: none"> <li>❖ License Requirements Identified and Completed</li> </ul>  |
| <b><u>IT Environmental Setup</u></b><br><br><i>Prior to Site Assessment</i>                     | <ul style="list-style-type: none"> <li>❖ Establish system connections with IT (CCT Servers, Remote Access, 3<sup>rd</sup> Party Data Access, etc.)</li> <li>❖ Determine employee/user load and maintenance plan</li> </ul>   | <ul style="list-style-type: none"> <li>❖ All IT Server and Data Connection Requirements Attained</li> </ul>  |
| <b><u>Scope and Design</u></b><br><br><i>2-3 Months Prior to Deployment</i>                     | <ul style="list-style-type: none"> <li>❖ Site Assessment</li> <li>❖ Review Business Requirements and Identify Core User Groups</li> <li>❖ Define Scope and Timeline</li> </ul>   | <ul style="list-style-type: none"> <li>❖ Business Requirements and Users Identified</li> <li>❖ SOW Signed Off</li> </ul>   |
| <b><u>Software Configuration</u></b><br><br><i>Immediately After Site Assessment</i>            | <ul style="list-style-type: none"> <li>❖ Data Load and Validation</li> <li>❖ Core Reporting, Horizon, and Dimension Deployment</li> <li>❖ Custom Reporting Deployment</li> </ul>   | <ul style="list-style-type: none"> <li>❖ Configure I24 to Business Requirements</li> <li>❖ Validate Data to Source System Reports</li> </ul>                                 |
| <b><u>Change Management</u></b><br><br><i>Concurrent to Configuration</i>                       | <ul style="list-style-type: none"> <li>❖ Document current to future solution</li> <li>❖ Create user documentation</li> <li>❖ Define training/integration program</li> </ul>  | <ul style="list-style-type: none"> <li>❖ User task integration mapped</li> <li>❖ Client use case(s) defined</li> <li>❖ System integration approach defined</li> </ul>        |
| <b><u>Training and Deployment</u></b><br><br><i>5-30 Days</i>                                   | <ul style="list-style-type: none"> <li>❖ Crawl, walk, run: Foundational skills to data-driven decision making</li> <li>❖ Client-specific user exercises: Learning in your environment</li> <li>❖ Integration into daily tasks</li> </ul>                             | <ul style="list-style-type: none"> <li>❖ Build system skills with users</li> <li>❖ Explore and validate data metrics</li> <li>❖ System and best practice delivery</li> </ul> |
| <b><u>Wrap Up and Transition</u></b><br><br><i>6 Months Following Training &amp; Deployment</i> | <ul style="list-style-type: none"> <li>❖ Support and issue escalation paths</li> <li>❖ Review goals for integration meetings</li> <li>❖ Begin integration support meetings</li> </ul>  | <ul style="list-style-type: none"> <li>❖ Continued support and training plan execution</li> <li>❖ Complete integration meeting plan</li> </ul>                               |



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### I24 Training Methodology

- ❖ Crawl, Walk, Run
  - Basic Navigation, Reporting Structure
  - Client Exercises – Your Data, Defined
  - Data Driven Decision Making
- ❖ Mix of Remote and On-Site Training Sessions
  - Overview for All Users
  - Define User Groups and Business Cases
  - Specific User Group Analysis
- ❖ Integration Meetings
  - Standing Meeting Cadence for 6 Months
  - Assisted Analysis and Decision Making
  - Solution Integration for Daily Workflows

### I24 Training & Deployment Process

- ❖ Overview Presentation (All Users)
  - Login
  - Basic Navigation
  - Report Functionality
- ❖ Basic User Exercises
  - Completed Individually, in I24
  - Enforce Navigation and Report Functionality
  - Validate Data
- ❖ Department Meetings
  - Department and User Specific Use Case Definition
  - Set SMART Goals
  - Spark Department-Level Collaborative Decision Making
- ❖ Enhanced User Exercises
  - Data Scavenger Hunt
  - Analysis, not Review, of Reports and Data
  - 1 on 1 Time with Users
    - Ensure individual users can navigate and understands the functionality of the software
    - Integrate software functionality and data into daily workflows and processes of each user group



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### I24 Integration Meetings

Upon completing I24 configuration and data validation the system will be available for use as the client completes training. For 6 months past the Deployment milestone, CCT will host Integration Meetings that aim to help clients expand their knowledge and use of the I24 software and attain the goals set during the Site Assessment and Training.

Integration Meeting schedules and timeline will be determined during the Training phase and are typically organized for individual user groups to maximize their effectiveness.



| Weekly  | Bi-Weekly   | Monthly  |
|---|---|--|
| <p><b>Focus:</b><br/>Navigation, Dimensions, Measures, Filters, Horizon Periods, and Exporting; Report Functionality and Data Location; Understanding Business Cases with Available Data; Data Driven Decision Making; Define SMART goal achievement path.</p> <p><b>User Goals:</b></p> <ul style="list-style-type: none"> <li>❖ Foundation of navigation and functionality skills in I24.</li> <li>❖ Understanding how to analyze data presented in reports.</li> <li>❖ Understanding where to find specific data points and how they are beneficial.</li> <li>❖ Defined SMART goals and path to achieving them.</li> </ul> | <p><b>Focus:</b><br/>Full utilization of I24 application in the daily and weekly workflows of each user group; Expansion of knowledge to supplemental reports available to the user; Ensure analytical skills are being formed to review the available data; SMART goal path review.</p> <p><b>User Goals:</b></p> <ul style="list-style-type: none"> <li>❖ Positive progress towards SMART goal achievement.</li> <li>❖ Understanding where to look for data that is specific to the user.</li> <li>❖ Understand and analyze data in a critical way to form decisions.</li> <li>❖ Utilizing I24 as a function of everyday operations.</li> </ul> | <p><b>Focus:</b><br/>SMART goal path achievement documented; Define pain points – further analysis points, report or data enhancements, roadblocks to SMART goal attainment; Facilitate collaboration between departmental decisions.</p> <p><b>User Goals:</b></p> <ul style="list-style-type: none"> <li>❖ Understand client pain points.</li> <li>❖ Users reached or made significant progress towards SMART goal attainment.</li> <li>❖ Users collaborating, solving, and making decisions based on departmental data analysis.</li> <li>❖ Form habit of setting and achieving goals on a re-occurring basis.</li> </ul> |



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### Client Deliverables

- ❖ IT Environment Configuration
  - Remote Connection Process Established
  - Server Deployment/Upgrades
  - External System Data Connections (Read Only)
  - Determination of Cloud VS On Premise Deployment Solution
  
- ❖ Business Requirements
  - Define User Groups
  - Define User Group and Overall, Success Criteria
  - Share Current Analysis Tools and Methodology
  - Provide Source Data Reporting for Validation
  - Allocate Resources for Training and Integration