playsafe® systems

Guide to our Products and Support
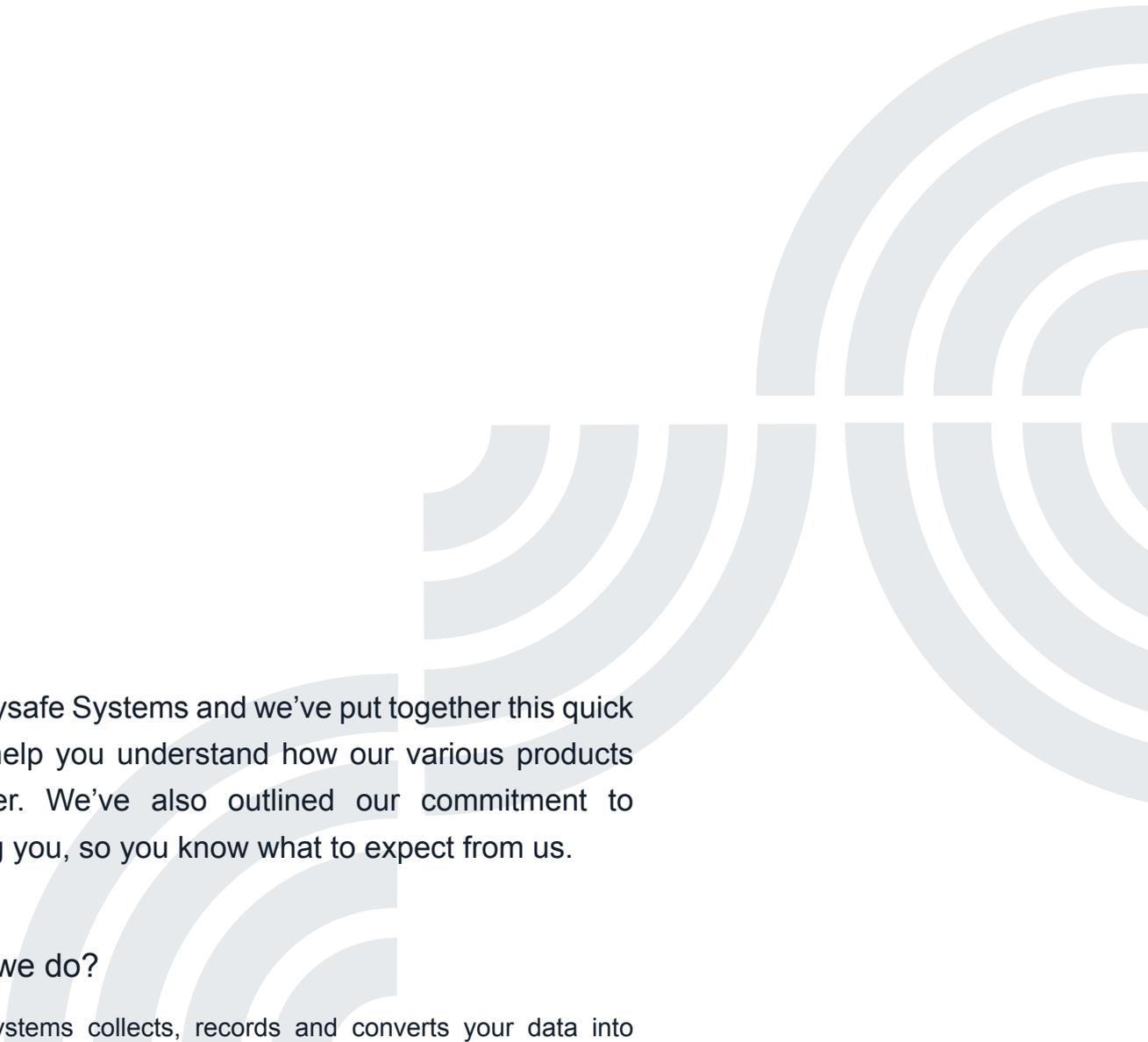
A BRIEF EXPLANATION

better data, better results

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Month Year

Hello!

We're Playsafe Systems and we've put together this quick guide to help you understand how our various products fit together. We've also outlined our commitment to supporting you, so you know what to expect from us.

What do we do?

Playsafe Systems collects, records and converts your data into information you can actually use - information that'll help your business grow. Our products, comprised of both hardware and software components, are flexible and agile, and are easily integrated into your business set-up. Whether you're a small, family-run business or a multi-site entity, our products are customisable. We don't try to oversell you - we believe your business goals should dictate how we support you.

Over the next few pages we'll explain how our products fit together, and then we'll review our support agreement.

It all starts with Quantum

A typical site has lots of machines, your first source of invaluable data. Quantum, which is the heart of your data collection, is a modular solution that automates the monitoring and reporting of your gaming machine data. Fast, simple and cost-effective, Quantum collects and analyses your machine performance data, and can even analyse all your revenue sources.

Quantum may be hosted locally at your site on a PC, or we can host it for you in the cloud.

Three options for capturing your machines' data

There are three ways that Quantum can gather your machines' data:

1.   Connect your coin counter to Quantum and manually enter the machine's number.

2.   Use a handheld device to capture and record machine data.

3.   Utilise electronic data capture. Each machine contains an EC4, which allows it to send data automatically over your WiFi network to Quantum.

Capture deductions to see your net revenue

Now that your machine data has been captured by Quantum, you'll know what monies have been collected. But what about promotions, refills, hand pays and claims? If you want to know your net revenue, we suggest adding CashDesk, a remarkable piece of software that makes it possible to capture these debits and automatically keep track of your net revenue in real time.

Track your TITO Tickets

Ticket In Ticket Out (TITO) Tickets may be printed by your CashDesk and used to play any machines that have been modified to accept tickets. Customers often receive a ticket if they win large sums of money. These tickets can be used to continue playing the machines or to cash-out at the CashDesk or a Paystation.

Know what your Paystation is doing

The data from your Paystations - if you have these - can also be captured by Quantum. This will help you keep track of hand pays, refills and so on.

Capitalise with Loyalty Systems

Many owners have introduced loyalty programmes because they are so rewarding. Our Loyalty Systems will provide you with invaluable information that will help you monitor and adjust your loyalty programmes to capitalise on each customer visit.

Pull it all together with Playsafe Performance

And finally, Playsafe Performance is an easy-to-use, easy-to-view, cloud-based program configured to deliver your most importnat site metrics quickly and easily to your tablet or mobile phone.

Our Playsafe Support Agreement

We are constantly improving our products and service because we want you to know we've got your back.

We purpose to:

- Always answer the phone!
- Give you a ticket reference number to make tracking your query easier.
- Get back to you with a solution or action plan within 2 hours.
- Resolve 90% of all technical queries within 24 hours.
- Escalate the remaining 10% of queries to the special projects and technologies team, who will do their best to resolve your query within 48 hours (subject to information delays from you or third party IT providers).

How we work:

- Our business hours are 5 days a week. Monday to Friday, 09:00 to 17:30.
- To get help after hours:
  - Week nights: Please call our voicemail and leave a message with your contact details. A support team member will get back to you within 2 hours, up to 22:00, on the same day.
  - Weekends: On Saturdays and Sundays, we offer support between the hours of 08:00 and 22:00. We aim to respond with 2 hours if the issue is business critical. Please remember to leave a message with a detailed description of your issue as well as your contact number.
- When contacting us outside of office hours, your query must be due to something of an operational impact. For example, money collection is hampered and is thus affecting your business.
- When necessary, a service engineer will be sent to your site to resolve the issue within 48 hours.
- Based in Bath, we retain all our support team within the UK.

Our guarantee:

- Should we fail to resolve your support query within 7 days, and your issue is deemed to have been as a direct result of a failure of either our products or our support, you will be entitled to a full refund of your annual support charges.