

I.T. SERVICES SOLUTIONS



# GAMING





***MVS proposes itself to operators belonging to the world of GAMING as the sole interlocutor in the management of the life cycle of devices in use at the Casinos and Gaming Halls, through the use of proprietary assets***

### **Benefits for the customer**

- single interlocutor for a broad variety of logistic and technical services;
- process optimization and cost reduction;
- strong integration with existing customer infrastructures (business expansion / geographical coverage);
- focus on own core business;
- efficiency and ease of intervention;
- high professional-technical competence;
- reduction of economic losses caused by machine downtime;

### **Device Managed**

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| <ul style="list-style-type: none"> <li>- AWP (Comma6) and VLT</li> <li>- Barcode Scanner</li> <li>- Mobile Devices</li> <li>- Game board Comma 6</li> <li>- Gaming Terminal (e.g. Microlot)</li> <li>- Monetics (changers, BPM note sorters, note and coin counter)</li> </ul> | <ul style="list-style-type: none"> <li>- POS</li> <li>- PC, Server, Monitor and Videowalls (LCD/DLP)</li> <li>- Printers (Thermal, Laser, Inkjet, Multifunctional)</li> <li>- Ticketing Systems</li> <li>- Queue sorters</li> <li>- Roller-cash, Cash in - Cash out</li> </ul> |
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## SERVICE DESK

**ASSET  
MVS**

- Active 24/7
- Managed through an own proprietary Applicative System (AskQ)
- Multilingual (Italian, English, French, Spanish, German, Dutch) with mother tongue operators
- Remote Assistance (through Dynamic Service Desk – DSD System based on Cloud)
- Service issued through Operator, Technical Agents and System Engineers based on the required service
- Redundancy for High Capability vs High Reliability
- Knowledge Database compilation (Technical Solutions, User Guides and manuals library etc...)
- Constant know-how update and upgrades
- Fully adaptable ACD/ICR with automatic call forwarding to the operators and optimized call cue management
- More than 450k tickets/Calls managed/year, average waiting call cue time below 10"

**OUR  
OFFER**

- Unique Point of Contact
- Takeover of the activities and management of technical-Logistical service based in accordance with the contract SLA
- Real time update and monitoring of all tickets / activities inclusive of reports and statistics on the service level and metrics
- Remote Technical System support 1st and 2nd level (for both HW and SW)
- Coordination of the field engineers (Agenda Management, Spares Procurement, Logistics and Supply Chain)
- Centralized priorities and escalation management
- Dedicated Workshops and workgroups based on the contractual necessities
- Full scale Asset and Spare parts Management



## EUROPEAN I.T. SERVICES SOLUTIONS



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