

## New COVID-19 functionalities for *myACP*

Release date: August 24<sup>th</sup>, 2020 • Embargo date: (immediate release)

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### ***myACP* Casino Management System offers new functionality to support social distancing measures on the gaming floor**

***The comprehensive casino management system's new software release has now been upgraded with two new utilities that support operators in their efforts to provide a safe and hygienic gaming environment for their guests and staff throughout the COVID-19 pandemic.***

The latest additions to the modular *myACP* Casino Management System's basic functionalities have been developed in response to the ongoing challenges posed by the COVID-19 pandemic. The two new features support operators in their floor traffic management, maintaining social distancing requirements by automating electronic gaming machine lock/unlock processes. After successful testing in various international markets, the new features have already proven their effectiveness with a number of operators and will be available for all customers, either on demand or automatically included with the next software release.

The new "*Disinfection Lock*" provides the functionality whereby the system automatically deactivates the individual EGM after each gaming session has ended; if no player interaction occurs within a predefined period of time, the system locks the machine and alerts the staff to the need to prepare the machine for the next player. Once they have been disinfected, they can be unlocked by the casino staff via the system, clean and ready for use by the next customer.

The second new feature is "*Neighbour Machine Lock*". Operators can activate this functionality to automatically lock adjacent EGMs on the gaming floor once a gaming session starts at a machine and to also automatically unlock them, once it finishes. This ensures that social distancing measures are not flouted. This feature significantly supports operators to automate and optimize their floor traffic management, adhering to social distancing and safeguarding requirements while at the same time maintaining the maximum number of EGMs in operation. It puts the player at the centre of the gaming floor dynamics – moving from predetermined operator decisions to fluid player preferences and choices that automatically adapt the offer available on the gaming floor.

Attila Kun, NOVOMATIC Head of Casino Management Information Systems, is convinced that the new features will greatly enhance operators' floor management in the face of the new regulations and requirements: "By automating relevant correlations of individual electronic gaming machines on the floor depending on their status, *myACP* provides an efficient tool to optimize floor traffic, increase guest safety and enhance the floor performance by offering what guests actually choose to play. In the face of these difficult times, when the industry relies on innovation and flexibility, we are especially happy to be able to make this product feature available to our customers to support their COVID-19 safeguarding measures."

*myACP* is a modular casino management system that can be ideally adapted to meet the requirements of discerning gaming operators and most international gaming regulations. The



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flexible system is suitable for small arcades as well as large casino operations. Almost 1,200 gaming locations in 26 countries already trust this powerful tool. It runs on a fully protected internet connection based on secure firewall and encryption, utilising a highly secure data transfer protocol and providing full back-up of the database as well as offering the possibility of automated storage. Continuous development and system upgrades guarantee ongoing efficiency improvement on the gaming floor, while also delivering a state-of-the-art customer experience for players. *myACP* provides a proven and secure way to take control of the gaming operation, reduce costs and drive revenue.

### **About NOVOMATIC**

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