



OPERATIONAL SERVICES

your point of view

INTRALOT is far more than a successful gaming technology supplier. It is a partner of gaming operators worldwide as well as a gaming operator in its own right in several countries.

INTRALOT offers custom-made integrated solutions that ensure maximum flexibility, efficiency and absolute security, adapted to the needs of diverse business environments and local cultures, in all five continents.



successful operation

INTRALOT approaches its business from an operators' point of view, providing advanced organizational and operational solutions, regarding:

- Project Management, Implementation and Financial services
- System and software development, installation, operation and administration for lottery operators worldwide
- Optimization and upgrading of customized applications
- Lottery Business process re-engineering, lottery organizational development, effective handling of complex network issues
- Complete commercial, technical and financial operation of any lottery type

market growth

INTRALOT offers complete market development services, based on marketing research studies and analyses, leading to concrete marketing plans and recommendations, regarding:

- New lottery game types, fixed odds betting and video lottery games design, game mix selection thereof
- Improvements of existing games and adaptation of game parameters to local needs i.e. payout selection, minimum participation/credit value, minimum and maximum bet/prize, bonus play, graphics and text translations
- Advertising, merchandising and promotional programs, covering both players and retailers
- Alternative distribution networks implementation and relative policies (Internet, mobile/cellular, ITV, IVR)
- Guidelines for responsible gaming policies

More specifically for fixed odds betting services & operation, being the world's leading Fixed Odds Betting operator, INTRALOT delivers premium integrated solutions, along with a full range of operation services, including:

- Appropriate Game Mix
- Selection of betting events
- Program/Game Customization & Odds Compilation
- Game-specific Marketing / Promotional services
- Risk Management services
- Information Management



retail network management

Designed to fully meet your future growth requirements, our Retail Network services comprise:

- Point-of-sale location selection, facilities development and upgrading and layout design to support any lottery game type
- Design and review of branding tools such as logos, outdoor signs, posters and other displays.
- Merchandising procedures and materials designed to "get the message across" and attract players
- Selection and motivation of retail agents
- Instruction of sales Inspectors to ensure flawless network operation, expansion and monitoring

client & player services

INTRALOT offers 24X7X365 basis assistance on every aspect of your project concerning:

- Requirements analysis of Customer Assistance Centres
- Design and implementation of Helpdesk hardware, software and communications for both retail agent networks and central system operators
- Field service integration into Helpdesk systems and processes to resolve any problems that demand on site response



training for success

INTRALOT offers high quality training services to operators, retailers, maintenance personnel, and designated lottery staff. It provides course outlines, materials, manuals and hands-on training in areas such as:

- LOTOS™ structure, operational procedures and system hardware
- Network communication and monitoring, along with maintenance and support procedures
- On-line terminal and peripheral overview, operational procedures and basic terminal functionality
- Helpdesk agent training, coaching and management
- Retail agent instruction seminars on terminal usage, maintenance procedures, game rules & regulations, lottery accounting and customer service



financial consulting services

INTRALOT offers consulting on financial matters to lottery operators concerning financial structure review and advice, budgeting, follow-up reporting, cash collection cycle monitoring and risk management, optimizing banking relations and internal audit.

telecommunications

Based on its extensive telecommunications experience, INTRALOT offers both consulting and management services, including:

- Infrastructure assessment and recommendation
- Design, installation and operation of the selected telecommunications solution
- Technical expertise on a variety of telecommunication solutions, including leased lines, X.25, ISDN, ADSL, VSAT, wireless, and radio links

maintenance and support

INTRALOT has developed systems and processes to ensure the constant support and uninterrupted operation of local lottery systems, games and retail point-of-sales. Major activities include:

- Timely customer notification of new game software
- Preventive and corrective maintenance, repair and replacement of system or point-of-sale hardware
- Regional stocking of spare parts at appropriate levels
- Provision of maintenance tools, diagnostics and documentation

consumables management

It is the "little" things that make the difference. INTRALOT is always on your side, ready to meet your needs in supplies and consumables:

- Design, production and supply of critical consumables, including instant tickets, betting slips, brochures, and all types of point-of-sale materials
- Consumables warehousing and distribution
- Audit, control and security of consumables management, including 3rd party audit arrangements.