



# Bingo Clubs

## Electronic Gaming

▶ “Mecca Bingo has been delighted to work with Captec in the design and development of the X231 as part of our continued investment in our retail business.”

### Electronic Gaming Manager, Mecca Bingo

Mecca Bingo is a leading company in the bingo industry, operating over 80 clubs nationwide. Its clubs host traditional and electronic bingo, including slot-based games. In recent years, there has been an upturn in the popularity of electronic-based gaming, as customers are increasingly moving away from traditional paper bingo. Electronic bingo enables customers to access a greater amount of games that are simple to play concurrently, while also gaining additional functionalities such as food and beverage ordering.



### Requirements & Issues

- ▶ Refresh the estate of 5,750 Electronic Bingo Terminals (EBTs) while leveraging advances in technology and retaining full functionality of previous EBTs
- ▶ Maximise uptime of EBTs to avoid the need for recharging during play and generate optimised revenue
- ▶ Engineer an ergonomic platform aimed at improving the bingo experience for gamers
- ▶ Minimise clutter from cable-based charging and reduce repair costs
- ▶ Simultaneous, secure and safe charging of large EBT estates, while creating the option of customer self service to minimise staff dependency
- ▶ Significantly reduce downtime caused by system failure and resultant repair timeframes

## The Solution

- Captec refreshed the estate with next generation EBTs, retaining functionality while increasing performance with an Intel Cherry Trail CPU and Windows 10 operating system
- Selection of polymer-lithium and extended batteries achieves uninterrupted, all-day gameplay
- Integrated handle and stand provides ease of transportation, flexible positioning and comfort of play
- Captec's TCS charging stations offer cable-less, contact-based charging, reducing the servicing overhead of cable repairs
- 16 and 48 bay models allow large EBT estates to be charged concurrently and continuously, creating the option of self-service and freeing up venue staff
- Bespoke service level greement ensures faulty tablets are repaired and returned within three days



## The Outcome

- A high performance EBT, supporting a range of games, applications and food and beverage orders, contributes to improved customer happiness and increased revenue
- Trust in a specialist supplier that can significantly reduce turnaround times of repair to maximise the number of platforms in operation



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