



Improving the game at Mecca Bingo

X240 Gaming Tablet



“Mecca and Captec worked together to deploy a new tablet gaming product to fit the changing customer needs. The new X240 offers a more flexible platform to deliver games in a more modern and experiential way, whilst still supporting service solutions to meet the changing needs and expectations of Mecca customers.”

Rob Brown, E-Gaming Development Manager

Mecca Bingo have been an established name within the UK bingo industry for over 50 years. They are passionate about providing a world class service with quality products for their customers, to give an experience they deserve. As a result, Captec has developed the new and improved X240 product to refresh their estate. The innovatively re-designed Mecca Bingo Luton site has been the first hall to receive the new product.



Requirements & Issues

- Upgrade Mecca's EBT estate to 10", higher performing solution, starting with the new flagship Luton club
- Improved customer ergonomics, ease of use and elimination of cable and connector damage through cableless charging
- More powerful CPU and graphics performance with increased memory to support new games and applications
- Provision of EBT's to maintain connectivity across multiple wireless access points throughout the club and without loss of any data
- Enhance customer self-service experience via cableless charge stations and colour-coded status indicators
- Demonstrate to the marketplace Mecca's continued investment in their business and customers post Covid 19

The Solution

- Collaboration with Mecca to ensure the X240 EBT meets bingo market requirements
- Manufacturing of the new X240, using the latest quad-core Intel processor with 4GB DDR4 DRAM memory to support new game software and applications
- Battery charging circuit re-designed for improved longevity and serviceability
- Selection of the intel Wi-Fi module AC 9461 / WiFi 802.11 ac b/g/n to optimise access point connectivity throughout the club
- Bespoke extended warranty service pack, including an in warranty 3-day service level agreement
- Quick reaction on-site service team to ensure maximum EBT estate up-time



The Outcome

- A high-performance EBT supporting a new range of games and applications, improving revenue performance and customer satisfaction, attracting and engaging a younger audience
- Delivery of 60 and 20 bay charging stations with a compact footprint, providing flexible estate management capability
- Demonstrating to customers Mecca's continual investment in new technologies as a leader in the bingo market
- The continuation of the strategic relationship between Mecca and Captec signifies confidence in our products, their longevity and our service and support capability



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