CASE STUDY
Island View Casino Resort

>> "We can leverage BPS Connect Casino in completely new ways right across our operation." <<

AL ELDER

COUNT ROOM MANAGER

Island View Casino Resort

BPS Connect Casino Software Changes the Game

Island View Casino Resort, one of the largest and most popular casinos on the Mississippi Gulf Coast, is located in Gulfport, Mississippi. The only casino with direct beach access to the Gulf of Mexico, this beautiful resort has over 80,000 sq. ft. of gaming space and offers guests approximately 1,840 slot machines and 41 table games. Across two hotels featuring 970 spacious rooms, guests can relax at the luxurious Blue Shell Spa or enjoy a game of golf at the Windance Golf Course. In fact, Windance was recently named "One of America's Best Courses" for the fifth year in a row by Golfweek magazine.

With so many offerings and thousands of loyal guests, the Island View management team is charged with ensuring currency flows smoothly throughout the resort. "We are a tiny cog in a big machine, but if that cog jams, we have big problems," explains Al Elder, Count Room Manager at Island

View Casino. "Our job is to make sure money moves smoothly into and out of the cage, the count room, 21 kiosk machines for ticket redemption and ATM transactions and our many other resort facilities with no downtime and no variances. We take our responsibility very seriously."

A STRONG PARTNERSHIP

The casino's partnership with G+D Currency Technology began back in 2011 when the casino installed a remanufactured BPS 1000 to replace several aging machines. "With our first high-speed machine from G+D, we saw an instant savings to our payroll as well as a huge improvement to accuracy and reliability," says Elder. As the team took on more responsibility, including daily drop, count and impress of kiosks, their volume tripled and it was time to upgrade to newer technology.

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After analyzing other equipment on the market, Elder turned to G+D Currency Technology and selected the BPS M5 with its high speed processing of up to 80,000 banknotes per hour and large continuous feeder that can hold up to 4,000 banknotes. The ability of the BPS M5 to strap and bundle

BPS M5 high performance banknote processing system

currency across all denominations is a key feature that other vendors could not match. The casino also purchased two BPS C4s. With a processing speed of 43,000 bph, and up to 20 stackers, they can be used as a backup system for the BPS M5 to ensure the team meets its zero downtime goal.

> **>> The ability of the BPS M5 to strap and bundle currency across all denominations is a key feature. <<**

SERVICE EXCELLENCE
Service excellence is another key reason Elder chose G+D Currency Technology. "I can call them seven days a week. They are always professional and they know what they are doing. We have built a very strong relationship with the whole G+D team and their technical trainer is outstanding. The team loves learning from him. In fact, I requested him as a condition of my last contract," enthuses Elder. Installation went smoothly. "We had planning sessions weekly while our IT department worked with G+D on the BPS Casino Connect software. We installed the BPS C4 units first so we could process while we were installing the BPS M5," says Elder.

SOFTWARE CHANGES THE GAME
While the hardware reliability and processing speed were critical, it is the software - BPS Connect Casino - that has been the real game changer at Island View Casino.

"We can leverage BPS Connect Casino in completely new ways right across our operations. Our audit team appreciates the complete view it provides for soft count operations and it gives me the opportunity to monitor two count rooms at once, right from my computer screen." explains Elder.

BPS C4 compact and versatile

IMPROVED EFFICIENCY OFFERS A SUBSTANTIAL PAYBACK
Running a highly efficient cash processing department is a good business practice at any casino but so is having a team of happy, stable employees. Building team pride and reducing the need to train new staff due to turnover has been a key focus. With the help of the G+D project manager, Elder carefully planned for a reduced headcount. "We eliminated 3 FTE positions but they were all through attrition when employees were ready to retire or move to different roles. In the end, we reduced expenses and improved our efficiency while we also kept our employees secure in their jobs. Team morale is an important factor in a secure, time-sensitive place like our soft count room," explains Elder.

LOOKING AHEAD
Elder is looking forward to the opening of a new casino expansion in Summer 2018 and another soft count room to manage. He

knows G+D Currency Technology will be right there beside him. When asked what he would advise other casinos looking to upgrade their equipment, Elder offered this advice: "Make sure you ask vendors not just about processing speed but how many team members it actually takes to get to that number, the life expectancy of the equipment and the acceptable error rate. Once you have all those answers, then project out over a 5+ year period. Do the math and G+D will beat the competition every time!"

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