



G+D
Currency Technology

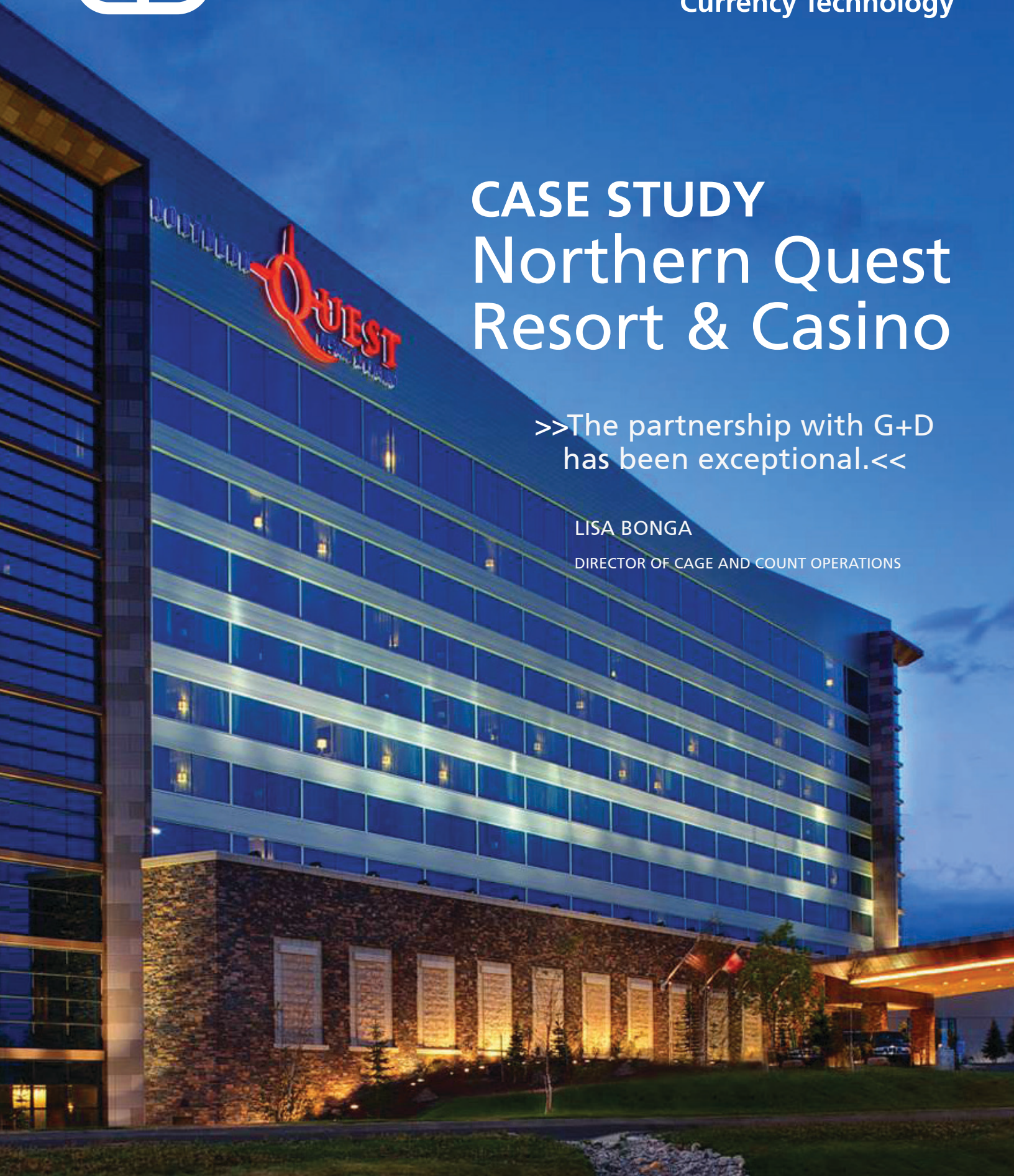
CASE STUDY

Northern Quest Resort & Casino

>>The partnership with G+D
has been exceptional.<<

LISA BONGA

DIRECTOR OF CAGE AND COUNT OPERATIONS





Northern Quest Resort & Casino



Exceptional Growth Requires an Exceptional Banknote Processing System

Since it opened in 2000, the beautiful AAA Four-Diamond Northern Quest Resort & Casino has been on an exceptional path of growth. Almost doubling in size only two years after opening, the casino grew again in 2008 and added a resort, spa and fine dining in 2009. Located in Eastern Washington, the resort is just minutes from downtown Spokane.

Today Northern Quest features 1,650 slots and a full-service 40,000 sq. ft. resort. According to Lisa Bonga, the Director of Cage and Count Operations, "Our main reason for success is our special relationship with our guests and the community. Our goal is to make everyone that walks through our doors feel special."

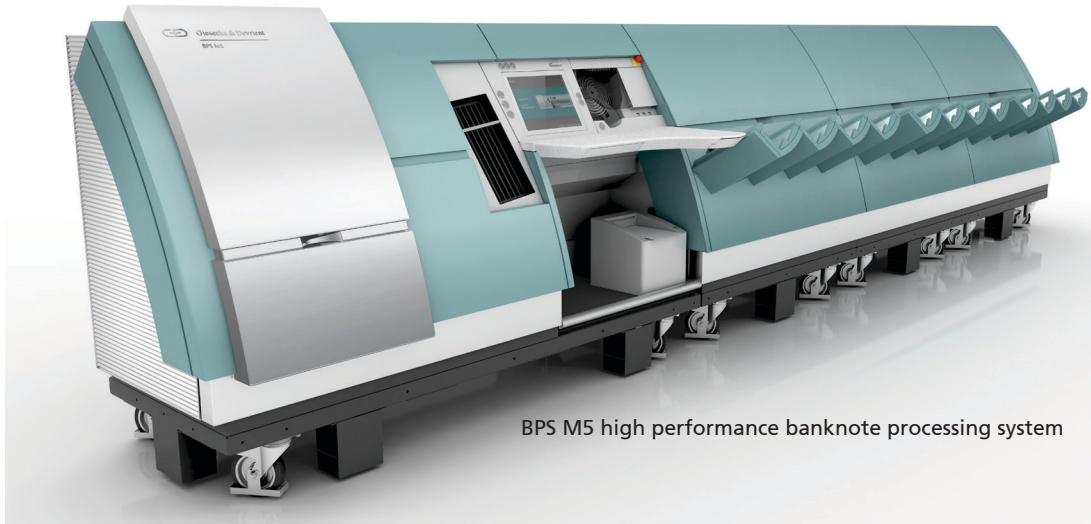
Fundraising events like the annual

charity golf tournament which raises thousands of dollars for schools and local services, demonstrate the commitment this exceptional resort has to the local community.

NEED FOR RELIABLE TECHNOLOGY

Due to their exceptional growth, keeping up with cash processing in soft count was a challenge. The original currency processing machines were frequently breaking down and repair time could be lengthy. "We would be holding it together with duct tape and paper clips until the vendor's repair staff could arrive," explains Shawnette Olsen, the Count and Drop Room Manager. With staff working long 10 - 16 hour shifts just to get through the volume, it was a stressful environment for everyone. The team decided they needed a

better solution, one that could handle their growth, provide longevity and streamline repairs and maintenance. "We looked at three different solutions and found the BPS M5 from G+D Currency Technology was by far the best, most reliable currency processing machine on the market. They also offered the most convenient service options to meet our needs," says Bonga. "There are key differences in the way the G+D system operates that put it above the other products, including how the feeders are loaded. The BPS M5 requires only one header card per batch vs. a header and a trailer card making the tray loading process faster. Jams are also less frequent and much easier to resolve. The track design makes it easy to open and extract the damaged or jammed note and continue processing," she explains.



BPS M5 high performance banknote processing system

OUTSTANDING INSTALLATION AND SERVICE

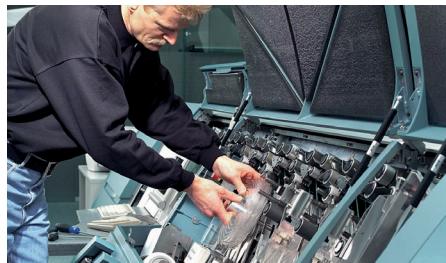
Installing a new, high-speed currency processing system can be a complex project. There are only short windows of downtime at a popular casino like Northern Quest. The G+D Currency Technology team installed the new BPS M5 in just two days and had it running to full capacity on the third day. According to Bonga, "The G+D installation team was very knowledgeable and they were able to provide additional training to our staff on-site. We had already sent two key team members for training at the G+D facility since we really valued the Shared Service model. We can do much of the routine maintenance and small repairs ourselves. That limits how often we need to call G+D service professionals. When we do call, we have been so pleased with how quickly they can respond. They can ship a part within 4 hours."

"Key differences in the way the G+D system operates put it above other systems,"

RESULTS THAT MAKE A DIFFERENCE

Purchasing the BPS M5 has met all of the count room team's expectations. The long shifts, of up to 16 hours with the previous machines, have been replaced by more manageable 8 hour shifts and one FTE position was eliminated. They are also able to handle

more volume in that shorter processing window. They have increased their drop from 1/3 of the floor to 1/2 of the floor at a time and are processing their retail work from the on site restaurants, bars and resort hotels on the same BPS M5. Downtime has been significantly reduced and any repairs or maintenance are quickly resolved. According to Olsen, "The G+D technical team is always available when we need them, by phone or in person. Their level of expertise and knowledge is exceptional and it really makes a difference to our team always knowing that we can keep things running smoothly." The team was so pleased with the BPS M5 that they made their own [Northern Quest YouTube Video](#) that introduces the machine as the newest member of the team. The video has garnered an impressive number of views.



DESIGNED FOR SERVICE
The open track design of the BPS M5 makes service easier.

LOOKING FORWARD

Bonga attributes much of Northern Quest's success to the strong relationship they have built with their guests, the community and local businesses. On August 1, 2017, they broke ground on the next generation which will feature a family-friendly entertainment complex, expanded retail space, a luxury RV resort, M&D (movie and dinner) complex and a multifamily apartment community.

"The partnership with G+D has been exceptional."

**LISA BONGA,
DIRECTOR OF CAGE & COUNT
OPERATIONS**

Northern Quest is clearly on a path to success and G+D Currency Technology is proud to help them get there. "The partnership with G+D has been exceptional. The G+D machines and the service that goes with them inspire confidence," concludes Bonga.



- » LARGE CASINO CLOSE TO SPOKANE, WASHINGTON GROWING QUICKLY
- » INSTALLED A HIGH SPEED BPS M5 IN THE COUNT ROOM, WHICH WAS FULLY INSTALLED AND RUNNING WITHIN 3 DAYS OF DELIVERY
- » INCREASED VOLUME SIGNIFICANTLY WHILE ELIMINATING 1 FTE AND REDUCING SHIFTS TO 8 HOURS, FROM 16 HOURS
- » REDUCED MACHINE DOWNTIME INCREASED TO 1/2 OF FULL FLOOR DROP, FROM 1/3 FLOOR DROP
- » WELL PREPARED FOR FUTURE GROWTH

Shaping the future of cash together

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