DESERT DIAMOND CASINO

SLŎT TRAK

> 66 When two capable teams with shared vision come together, it's more than a partnership — it's a catalyst. What follows is innovation fueled by mutual respect, milestones redefined, and a journey where each success is amplified by collaboration. This product is a testament to what's possible when aligned minds unite. 99

Juan Romero
Chief Executive Officer
Volante Software

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VOLANTE'S BELIEF & DEDICATION TO MAKING IDEAS AND VISION A REALITY, AND THEIR COMMITMENT TO CELEBRATING INNOVATION ACROSS THE INDUSTRY INSPIRES US TO PUSH THE BOUNDARIES OF WHAT IS POSSIBLE. WE REMAIN FORWARD-LOOKING IN OUR PURSUIT OF GROWTH, EXCELLENCE, AND FRESH IDEAS THAT ELEVATE THE EXPERIENCE FOR OUR GUESTS AND OUR TEAM.

- JAMES O'KIMOSH, SENIOR DIRECTOR OF SLOTS

DESERT DIAMOND CASINO

TUCSON • WHY • SAHUARITA • WEST VALLEY • WHITE TANKS

TRIBAL ENTERPRISE: Tohono O'odham Nation

ESTABLISHED: 1993

MARKET: Southern Arizona

PROPERTY SIZE: 170,000 sq/ft

PROPERTY TOTAL: 5

SLOT MACHINES: 4000+

IMPLEMENTED SLOTTRAK: 2021

Desert Diamond Casino & Entertainment, owned and operated by the Tohono O'odham Gaming Enterprise, offers premier gaming, entertainment, and dining across multiple locations in Arizona.

With five properties in Tucson, Sahuarita, Why, West Valley (Glendale), and White Tanks, Desert Diamond Casino delivers an elevated experience to guests throughout the region. Known for its vibrant slot floors, live table games, and exceptional hospitality, Desert Diamond Casino continues to be a leading entertainment destination in the Southwest.

JOURNEY TIMELINE

APRIL 2021

Go-Live: Slot File and Part Inventory modules.

DECEMBER 2021

Installed the Progressive module.

JUNE 2023

100% utilization of all installed modules.

NOVEMBER 2023

100% electronic Slot File – current and historical data.

APRIL 2024

Installed the Contract and SlotCheck modules.

SLOT FILE MILESTONES

From tracking configuration history to inventory management, SlotTrak ensures your operational information is harmonized and easily accessible from any device, anywhere and anytime. Say goodbye to the tedious paperwork and multiple systems. With SlotTrak, managing your slot floor is now efficient and reliable.

100,000

Pieces of paper eliminated. This resulted in a **99%** decrease in the cost of consumables, including the storage & labor associated with management of slot files.

100%
Digital records streamlined workflow and eliminated paper.

99%
Decrease in labor associated with record audits.

98%
Decrease in time spent creating & preparing data for decision making.

97%
Decrease in time associated with record retrieval.

Slot Operations evaluated and confirmed over 4000 data points to their slot file, ensuring it is 100% complete, accurate, and maintained.

- ☑ Sensitive information such as PAR sheets, project sheets, and work orders are fully centralized and controlled.

- ☑ The access to data when performing game configurations and game setups provides a complete perspective and analysis of the floor.

- ☑ Centralized system enables efficient project and resource planning through full workload visibility.

- ☑ Uniform data and formatting across all slot files supports operations, compliance, and data analysis.

PART INVENTORY MILESTONES

With SlotTrak's Part Inventory Module, you can manage inventory directly on the floor and in storage areas using the SlotTrak iOS application to ensure that you achieve the maximum ROI on your capital investment.

85% Decrease in machine downtime, resulting in increased patron loyalty and game availability.

Saves $80,000/yr on shipping costs with shipping & tax tracking on orders.

95% Decrease in overnight shipping.
Decrease in time it takes to find parts in inventory.

83% Decrease in time associated with ordering and sourcing parts.

Monitor trends in part costs across various vendors and providers to optimize spending.

Easily identify problematic machines and specific cabinet types.

True cost of ownership for machines, aiding in contract negotiations and the purchasing of new product.

Hundreds of thousands of dollars in savings through optimization of in-house repairs instead of purchasing. Tracking labor & part savings resulted in a budget increase for additional repair labor.

We transitioned to a 'Just-in-Time' inventory system to ensure parts are only purchased as needed, preventing excess stock and reducing waste.

Decrease in part-shrinkage due to accurate monthly inventory audits from tracking inventory and using BI reporting.

Inventory areas were optimized due to limited amount of space.

Real time data and detailed tracking, allowing for precise forecasting and faster budget planning.

PROGRESSIVE MILESTONES

SlotTrak's progressive module centralizes the collection, management, and reporting of all progressive and meter data within a single system. With SlotTrak, input progressive data for all the progressives on your floor using an intuitive form. Just link machine configurations from the Slot File module, and you're ready to capture meter readings directly on the slot floor via an iOS device.

75% Decrease in time spent to read and reconcile the daily meter readings.

98% Decrease in the time spent to option and verify progressive configurations on the floor.

97% Decrease in the time spent conducting and correcting monthly audits.

80% Decrease in the time spent correcting mis-reads and missed readings.

Instant visibility of liability across the floor, down to the penny.

Quickly identify discrepancies and deviations using percentage change thresholds.

Centralize the administration and management of records.

Increase in accuracy and efficiency of readings from a paper-based system. This results in enhancements in the reconciliation and compliance procedures.

Track liability by property and in aggregate.

Ensures complete and accurate configuration of progressive information.

ACHIEVEMENTS

2022 - SLOTTRAK INNOVATOR AWARD

"**SlotTrak innovative tool belt has changed our landscape and transformed our thinking about how we do business at Desert Diamond Casino.** SlotTrak has empowered our team to do what they need to do, placed information at their fingertips, eliminated our filing cabinets, and created a path of opportunities beyond our imagination."
– *James O'Kimosh, Senior Director of Slots*

2022 - SLOTTRAK SUPER USER AWARD

"The greatest advancements in our business begin as extraordinary ideas; the determination and will to execute those ideas plants the seed for change and yields the birth of innovation. **SlotTrak is a must-have technology that has become a game-changer in our operation.**"
– *James O'Kimosh, Senior Director of Slots*

2023 - SLOTTRAK SUPER USER AWARD

"By leveraging the SlotTrak technology, **we are able to optimize our time, tasks, effort, and productivity 10-fold, all while further advancing our operational efficiency.** In return, we get to put even more focus on what really matters –– **providing a world-class gaming experience for our guests.**"
– *James O'Kimosh, Senior Director of Slots*

2024 - SLOTTRAK INNOVATOR AWARD

"Slot innovation isn't only about keeping up, it's about leading. **At Desert Diamond Casino, we invest in tech that we know will positivity impact our operation and will ensure every decision is backed by clean accurate data.** Thank you, Volante for your continued support and passion in creating innovative systems that truly make a difference"
– *James O'Kimosh, Senior Director of Slots*

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