



**SLÖT
TRAK**

SYCUAN CASINO RESORT

SYCUAN & SLOTTRAK

SlotTrak is a cloud-based, web and iOS solution that centralizes all slot-floor operational information, including machine configuration, parts inventory management, MEAL log tracking, and operational checklists.

The platform allows slot operations teams to move away from spreadsheets and paper-based processes toward a unified, auditable, and insight-driven system.



Sycuan achieved **100% utilization for every module installed** and reached full adoption within **60 days of deployment for each module**, driving improvements in operational accuracy, compliance confidence, and data visibility across the entire organization.

SLOTTRAK INNOVATION AWARDS EARNED



**SUPER USER
AWARD**



**PERFORMANCE
AWARD**



SLOT FILE

MILESTONES & ACCOMPLISHMENTS

GO-LIVE
2023

- All slot machines and cabinets onboarded: configuration data and PAR sheets consolidated into one digital system.
- Transitioned from physical storage and spreadsheets to **100% digital slot file** records.
- **Replaced Progressive Controller Spreadsheet**, consolidating progressive data within SlotTrak for live monitoring and version control.
- Replaced and **centralized MAX Liability Spreadsheet**, eliminating manual updates and improving accuracy.

- **Added historical data at the game level** to provide a full view of machine history, configurations, and performance trends.
- Conducted a **comprehensive audit and correction of configuration deviations**, ensuring all machines met approved configurations and reducing compliance risk.
- Defined and enforced user roles and permissions for secure access to configuration data.

- Enabled anytime, anywhere access to configuration and historical records through web and mobile.
- Streamlined audit preparation, **reducing time and improving confidence** in compliance readiness.
- Implemented real-time change tracking for complete transparency of configuration updates.

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PART INVENTORY

MILESTONES & ACCOMPLISHMENTS

- Implemented **real-time tracking across floor and storage locations** for all parts and components.
- Introduced QR code “scan-and-go” workflows to simplify check-in/out and **eliminate manual errors**.
- Enabled full visibility into usage patterns, vendor performance, and cost of ownership.
- **Achieved just-in-time inventory management** to minimize downtime and reduce carrying costs.

GO-LIVE
2023

- **Reduced part shortages** and improved repair turnaround times.
- Standardized inventory workflows across all technicians.
- Incorporated Power BI reporting to **visualize inventory levels, usage rates, and spending trends**.
- Power BI empowers teams to **forecast demand, manage costs, and optimize purchasing decisions** through data-driven insights.

Powerful, Intuitive, Accessible

Welcome Adrianna!

 Search by Part Number



QR SCANNER



RECOVER PARTS



CHECKOUT LIST



INVENTORY LIST

- Integrated order and delivery tracking within SlotTrak, allowing users to create, monitor, and confirm part orders while automatically updating stock upon receipt.
- Added repair tracking by employee, linking each part used and repair performed directly to the specific machine and technician. This provides accountability, identifies high-performing staff, and reveals training or process improvement opportunities through performance analytics.

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MEAL LOG

MILESTONES & ACCOMPLISHMENTS

GO-LIVE
2024

- Transitioned to a **fully electronic MEAL log system** with mobile QR scanning.
- **Eliminated manual entry errors**, paper logs, and illegible documentation.
- **Centralized all MEAL data** for fast search and retrieval by machine, technician, or reason.
- Reduced audit preparation time.

- Enabled **trend analysis and root-cause identification** for recurring downtime.
- Improved machine uptime and technician productivity.
- Incorporated Power BI reporting to **analyze downtime trends, technician performance**, and MEAL frequencies.
- Power BI enables teams to monitor downtime patterns in real time, identify problem areas, and optimize preventive maintenance scheduling.
- **Decreased paper usage and physical storage needs** by fully digitizing MEAL records. This not only reduces material and administrative costs but also supports sustainability initiatives and compliance through secure digital archiving.

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CHECKLISTS

MODULE CAPACITY

The **Checklists Module** will go live in **November 2025**, expanding SlotTrak's capacity across the slot department and the wider organization. Once active, this module will standardize preventive maintenance, new machine installations, and compliance-related processes – creating consistency, accountability, and data-driven oversight across all operational areas.

GO-LIVE
2025

WHAT THE PROPERTY WILL GAIN WITH CHECKLISTS

- Standardized Preventive Maintenance Checklists to ensure consistent service, **reduce unplanned downtime, and extend machine life.**
- Defined New Machine Installation Checklists covering configuration, set-up, verification, and sign-off to **ensure every install meets quality and compliance standards.**
- Automated **tracking and completion logging** that guarantees accountability and consistent process execution across all technicians.
- Mobile access for on-floor checklist completion and submission, reducing paper forms and manual entry.
- **Real-time visibility into checklist completion status** and issue resolution for supervisors and leadership.
- Direct integration with Slot File and MEAL Log modules to create a complete operational history for every machine.
- A **scalable framework for future workflows**, including processes that could involve the gaming commission for approvals and submissions.
- Incorporation of Power BI reporting to track checklist completion rates, compliance adherence, and performance trends.
- Foundation for **organization-wide standardization of checklists beyond the slot department** – allowing the same process-driven accountability model to be applied to other operational teams.

