ACRES ADVISORS

WHO WE ARE & WHAT WE DO

Acres Advisors is the leading expert in technology systems and gaming and hospitality management for the casino industry. With more than 50 years of gaming experience, we take pride in being the premier technology "owner's rep" for complex design, development, construction, and implementation projects around the globe.

Our comprehensive services are designed to meet all your needs. From technology design, procurement, implementation, and project planning management to casino operations logistics, training, and support, as well as network infrastructure design, analysis, and management, we've got you covered. Our expertise in gaming, hospitality and operational technology systems, allows us to oversee the entire technology implementation process, including creating detailed plans for project management, training, and operations to assist organizations during openings, transitions, and growth.

At Acres Advisors, we believe in the power of collaboration. We work hand-in-hand with casino management and regulatory agencies, managing technology implementation and ensuring operational success. Our strategies are tailor-made to provide casino and hospitality operators with efficient, accurate, and comprehensive technology installations. We also conduct thorough operational reviews and management, product and process analysis, and deliver specific, actionable recommendations. In essence, we simplify the complex, with the goal of ensuring that our clients receive the highest quality professional services.

ACRES

OUR SERVICES

Design and Construction Oversight

- Pre-opening integrated casino, hotel, resort infrastructure design oversight and review.
- Owner's rep construction coordination, with specialized focus on technology requirements.
- Gaming floor layout design, game placement, and signage development.
- Design Request for Proposal (RFP) documents, monitor vendor product demonstrations and communications, develop scoring methodologies, and create executive analysis and review reports and presentations for all technology and network infrastructure systems.
- Technology and project budget preparation and management.

Network Infrastructure Design and Implementation

- Network infrastructure architectural design for data, voice, wireless, local area, wide area, intranets and virtual and physical storage area networks.
- Plan, implement, and oversee core business networks, including storage area networks, firewalls, core switches and data switch configurations.
- Creation of end-to-end data flows and traffic patterns.
- Development of network analyses, modeling, and network capacity planning.
- Focus on network security standards and testing.

Low Voltage Cabling Projects

- Design and manage structured cabling projects for reliability and scalability.
- Core competency with migration of Serial to Ethernet network infrastructures.

Project Planning and Program Management

- Certified Project Management Professional (PMP) project management planning frameworks.
- Organize and manage project implementation plans for technology installations, upgrades, and migrations, including technology software system, selection, configuration and implementation.
- Vendor contract review and management.

Technology Implementation

- Upgrade, migration, and new installation of technology solutions to address business needs.
- Create gap analyses for current operations, proposed operations, and proposed solutions.
- Evaluate system configurations, Policies & Procedures and Minimum Internal Control Standards for compliance with regulatory compliance.
- Manage key stakeholder communication processes.

NOTABLE TECHNOLOGY PROJECTS

Boyd Gaming Corporation - United States (2019-2023)

- Served as IT Executive Sponsor
- Oversaw CMS replacement at 29 properties across the US
- Low voltage cabling design
- Project team management for IT, Marketing, Slots, Table Games, Finance, and Business Operations

Bally's Corporation - DE, CO, IL, IN, LA, MO, MS, NV, NJ (2019-2023)

- Managed divestitures schedule from Caesar's Entertainment, Delaware North, and Eldorado Resorts
- Coordination and replacement of nearly 100% of technology systems, including new systems training
- Low voltage cabling, data center infrastructure, network design and implementation, and application procurement, configuration, and implementation

Four Winds Casino - IN, MI (2007-2023)

- Installation and implementation of all gaming technology systems for soft count, table games, cage and credit, slots, poker, marketing, finance, and valet at each of the four properties
- Provided training, documentation, customized reports, and post-installation compliance review

WarHorse Gaming - NE (2022-2024)

- Design, development, and construction phases for the transformation of the horse racing facility into a temporary casino
- Served as technology owner's rep, including low voltage, technology infrastructure, wide-area networking, AV, security, and surveillance networks
- Project management for IT Portfolio

Cordish Gaming - MD, PA (2019-2021)

- Design, development, and construction phases for new casino builds
- Served as technology owner's rep, including low voltage, technology infrastructure, wide-area networking, AV, security, and surveillance networks.
- Project management for IT portfolio
- Managed renovation of local hotel to Cordish technology and brand specifications

Tohono O'odham - AZ (2015, 2018-2020)

- Design, development, and construction phases
- Phase I: Class II gaming facility, BOH, warehouse space
- Phase II: Class III gaming facility, food & beverage outlets, additional BOH space, parking garage
- Low voltage, technology infrastructure, millwork, AV design and integration, food & beverage point of sale layouts, security and surveillance networks
- Technology management and oversight

CURRENT DESIGN/BUILD PROJECTS

Bally's Corporation - Nittany, PA and Chicago, IL (2021-2025)

Design and development for new casino facility in Nittany, PA, retrofit of temporary casino space and build of permanent facilities in Chicago for low voltage, technology infrastructure, AV, security, and surveillance networks along with the implementation of all technology systems.

The Queen Casino & Entertainment - Belle of Baton Rouge, LA (2021-2024)

Relocation of riverboat casino to land-based facility including casino and food & beverage outlets.

The Queen Casino & Entertainment - The Queen Baton Rouge, LA (2021-2023)

Relocation of riverboat casino to land-based facility including casino and food & beverage outlets.

WarHorse Casinos - Lincoln, NE and Omaha, NE (2021-2024)

Design and development for retrofit of two existing racecourses for new casino operations, including full business operational planning and system and infrastructure commissioning.

SYSTEMS EXPERIENCE

Casino Management Systems
- Aristocrat OASIS™
- IGT Advantage™
- Konami SYNKROS®
- Bally One, Bally ACSC, and Bally SDS
- Bally Table View

Ancillary Gaming Systems
- Genesis/Bravo Poker
- Class II Gaming Systems
- Planet Bingo

Progressive Systems
- Oasis ONE LINK™
- Bally Cool Signs

Audio Visual Systems
- Castnet
- Four Winds Interactive
- Oasis One Link

Casino Operations
- CIS Technologies Slot Dispatch
- KeyTraka Key Management
- KeyWatcher Key Management
- Key Tracer Key Management
- Unifocus Scheduling
- BIS2 Reporting
- Casino Data Imaging
- Virtual Roster Employee Scheduling
- 1010data

Food and Beverage & Retail
- EasyBar Beverage Dispensing
- CrunchTime F&B and Retail Inventory
- InfoGenesis Point of Sale
- MICROS Point of Sale
- Multiple Credit Card Processing
- Yellow Dog

Human Resources
- ADP Enterprise
- HR Logix and Virtual Edge Applicant Tracking
- Kronos and Time Saver Time Clocks
- Oracle HRIS
- InvoTech Uniform Systems

Financial Systems
- eMarker Table Games Credit Systems
- G&D Soft Count
- De La Rue Soft Count
- Everi & NRT Voucher Redemption and ATM Kiosk
- Everi Check Cashing and Credit Card Processing
- Everi and NRT Jackpot Dispensing Unit
- MEI Cash Box Monitoring
- Everi - NEWave BSA/AML
- Oracle Financials
- Red Rock Purchasing & Inventory Management
- MS NAVision
- Birchstreet Procurement

Marketing and Promotions
- House Advantage
- Bally Elite Bonusing System Applications
- PlayerSoft
- Viz Explorer™

Miscellaneous
- CVPS Valet Parking
- PPM2000 Security and Surveillance Tracking
- iTrak Incident Reporting
- Avaya, Cisco and Mitel® Phone Systems
- Hot SOS Optimization
- Digital Music Systems

Information Technology Systems
- Microsoft SQL Server
- Microsoft Exchange Server
- Oracle Database Server
- Antivirus, Spam and Web Filtering
- Network Monitoring Solutions
- Microsoft Server
- VMWare
- Track-IT
- Solar Winds
- WhatsUp Gold
- Microsoft Configuration Manager
- KACE Work Order Management

INTELLIGENT DESIGN BUILD SOLUTIONS

TECHNOLOGY OWNER'S REPRESENTATIVE

Owner Architect Construction Leadership

- RFP/RFQ Facilitation
- Contract Negotiation
- Development Planning & Accountability
- Issue Escalation Processes

Quality Control

- Owner Review
- Maintenance Planning

Design Review

- Operational Space Planning
- Technology Infrastructure Requirements
- Building Layout Logistics

Deficiency Management

- Site Walk Reviews
- Deficiency Reporting
- Mitigation Strategies
- Remediation Plans

TECHNOLOGY

Network Infrastructure

- Data Center Design
- Structured Cabling
- Network Configuration
- Future Proofing

Integrated IP Security

- CCTV
- Access Control
- Perimeter Security & Gates

Voice Solutions

- SIP, VoIP & Phone
- Contact Centre
- Unified Communications

Wireless

- Microwave, SCADA, WiFi
- Cellular / DAS
- Tower Design

Audio Visual

- Display & Video Walls
- Digital Sound
- Interactive Boardrooms
- Lighting Coordination

INTELLIGENT DESIGN BUILD SOLUTIONS CONT.

TECHNOLOGY

Network Design

- Network Infrastructure
- Network Security
- IPS/IDS Solution
- PCI Compliance
- High Speed Casino Floors and WAN
- Hospitality Hotel and POS

Risk Mitigation

- Network Security
- Internet Configuration & Fault Tolerance
- Disaster Recovery/Business Continuity
- Cabling Migration Planning and Management

Network Assessments

- Network Security
- PCI Compliance
- Serial and High Speed
- WiFi

Wireless

- Wireless Design & Assessments
- Indoor & Outdoor

System Infrastructure

- Microsoft Active Directory Design
- VMWare Design
- Microsoft Configuration Manager
- Office 365 Implementation

INFORMATION TECHNOLOGY

Procurement

- RFP/RFQ
- Contract Negotiation
- Sales "Sanity Check"
- "Right Size" Solutions
- Invoice Review

Vendor Management

- Coordination & Scheduling
- Accountability
- Communication Management

Contract Management

- Terms & Conditions
- Maintenance

Technology Implementation

- Enterprise Planning
- System Configuration
- Implementation Management
- Training
- Activation
- Testing & Turnover

OPERATIONAL SUCCESS

Organizational Development

- Strategic Planning
- Job Descriptions
- Screening/Interviewing

Policy & Procedures

- Enterprise Planning
- Regulatory Review
- Effectiveness Review

Performance Analysis

- Gaming Performance
- Marketing & Bonusing ROI
- Labor Efficiency

Training

- Job Skills
- Technology
- Operations
- Tribal Development

System Audits

- Configuration Audits
- Compliance Audits
- Regulatory Audits
- Network Audits
- PCI Audits

ACRES

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