

# IGT Systems Maintenance Plan

Protect your IGT Systems investment with an IGT Systems Maintenance Plan. Profit from the benefits and services designed to minimize downtime and maximize returns.

## What's in the Plan?

### Licensed Software

Whether it's IGT Advantage®, sbX®, EZ Pay®, Casinolink®, or one of IGT's many other systems, IGT's industry leading investment in R&D makes it possible to create System solutions that get the job done. Your licensed copy of system software offers access to exciting new features and functionality, improved quality, while ensuring a smooth upgrade path.

### Technical System Support

The IGT Support Center fulfills your expectation of 24/7/365 accessibility with exceptional service at each interaction. IGT offers assistance for your incidents reported by phone, e-mail, or the IGT.com self-service portal. Through skilled triage and escalation, underpinned by industry best practices, your incidents are quickly resolved. IGT's alignment with the international de facto standard for IT Service Management, ITIL® (Information Technology Infrastructure Library), brings you a framework you can rely on for excellent service and support.

### Service Ticket System

Empower your staff to open, review, update, and close support requests via the IGT.com self-service portal.

### Service Experts

IGT employs more than 1,100 experienced gaming and technology services professionals around the globe. Resolving your issue is our first priority.

### IGT Knowledge Base

The IGT memory bank. Your staff has 24/7 access at IGT.com/Support to the latest documentation, FAQs, How To Docs, and informative solutions for your system – straight from the IGT experts.

### Defect Correction

Swift correction of code defects that are classified and prioritized based on your most pressing operational and regulatory needs.

### Innovation backed by solid service.



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