

Field Services

When expertise counts, IGT is there.

Some people might worry about machine uptime. Not you. You've got support from trained experts who have the full backing of the IGT enterprise. It doesn't matter if it's the installation of a single machine or a full labor and parts program – IGT Field Services has got you covered.

- Decrease downtime
- Maximize machine availability
- Streamline processes
- Turnkey support

Want support you can count on?

Look no further than the world leader in gaming products and services. IGT uses highly trained and skilled professionals to consistently deliver quality work. We provide responsive service through onsite, online access and phone support services.

In a jam? Don't sweat it.

Our available package groups are designed to prevent or reduce unplanned downtime by providing expertise and skilled labor—right when you need it most.

Below are some value-added services IGT can provide:

You've got it made with Install & Upgrade.

IGT takes care of the delivery, installation and configuration of your game. When the time comes for upgrades for additional capacity and capability, trained professionals are available to get the job done at lightning speed.

Break-fix – The perfect solution to any machine issue.

When operators lack resources, knowledge or logistics to solve the issue, there's no need to panic. The largest support organization in the industry is on your side thanks to our break-fix services. In no time, an experienced and qualified technician, with the full backing of the IGT enterprise, will jump in to help save the day.

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Rent-A-Tech and leave it to the pros.

IGT Rent-A-Tech is a project-driven resource, scheduled in advance with Field Services. This service provides customers with skilled labor for specific, time bound project support. Maybe you're dealing with a floor-wide conversion, or a major machine move. Who knows, you could even need additional support during go-live activities. Regardless of your situation, you can rest easy knowing that you've got onsite support provided by trained pros.

Our **Onsite Technician** is ready to lend a hand—or two.

For a 12-month or longer engagement, Staffing Augmentation is customized to meet your long term machine service needs. When outsourcing is an option to augment your staff, IGT technicians can assist with assuring the highest uptime of your EGM's.

There's more where that came from.

In addition, your IGT team can also provide the following assistance:

- Depot Services
- Integration Services
- Education Services

Ready to take machine uptime to the next level? Then your Account Manager is ready to talk.

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