



Managed Services

System Reliability From The Experts

As technology solutions grow more complex, it becomes increasingly challenging to find the right people to manage your IGT Systems. Further, IT organizations are looking for flexibility and options when managing technology. IGT is sensitive to changes occurring in the technology world and has developed a number of Managed Services to meet your needs today. Let IGT take the worry off your hands with a combination of System monitoring and maintenance handled by IGT product experts, so you can increase your focus on managing your casino, not your technology.

SystemWatch™

IGT SystemWatch™ technology collects and interprets system state data, which is then analyzed via specialized software to detect and baseline changes in availability, configuration, and performance. Alerts are generated, categorized and sent to IGT for response from a System Engineer, 24 hours a day, 7 days a week.

Preventative Maintenance

Routine maintenance is critical to the health and availability of any complex technology solution. IGT develops maintenance routines specifically for your system solution based on historical system monitoring event and incident data, IGT system best practices and experience. We minimize operational impact by conducting resource-heavy activities during agreed upon maintenance windows.

System Health Check

A snapshot of your current system, System Health Check delivers a comprehensive and easy-to understand system report enabling you to make informed decisions regarding the health of your system.

System Tune-Up

The results from the Systems Health Check findings report will be used to scope your personalized Tune-Up. Not only will the Tune-Up improve performance and increase stability, but you can use this opportunity to better align your system to your specific business and player needs.

