

HEXAWARE

Legacy System Modernization for Enhanced Casino Gaming Technology

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

Transforming Operations for a Large Casino Ecosystem

An operator of one of the world’s largest networks of tribally owned casinos initiated a legacy system modernization effort to elevate customer experience and drive long-term prosperity. With more than 250 locations, the client sought to strengthen its IT infrastructure modernization strategy and support scalable economic development through advanced casino gaming technology.



Challenge

Client

Challenge

Solution

Benefits

Summary

Legacy Infrastructure Restricting Innovation and Efficiency

- **Economic pressure:** Ongoing financial instability increased pressure to achieve long-term self-sufficiency, while average revenue per customer steadily declined.
- **Outdated IT landscape:** Legacy platforms lacked strategic direction, limiting innovation, slowing operations, and constraining new revenue opportunities.
- **Operational inconsistency:** Varied processes across 250+ sites created barriers to delivering a consistent and premium customer experience.



Solution

- Client
- Challenge
- Solution**
- Benefits
- Summary

A Comprehensive Approach to Enterprise Modernization

Infrastructure Modernization

Through a comprehensive legacy system modernization initiative, the client deployed a modern, future-ready environment to accelerate digital transformation. A network infrastructure upgrade based on SDN architecture improved operational resilience and minimized downtime for mission-critical casino systems.

Standardization Across 250+ Sites

Unified operational standards were implemented across all locations, enhancing reliability and customer satisfaction. A device-based object repository was developed to support casino automation, enabling automation test scripts to run seamlessly across multiple mobile platforms. This also improved overall automation in casino operations, reducing manual effort and ensuring consistency.

Strategic Capacity Expansion

Operational management responsibilities were transitioned to a trusted technology partner. This shift empowered internal teams to focus on high-value priorities, national programs, and broader enterprise IT modernization initiatives.

Enhanced Service Quality

Service performance and technology uptime were significantly improved, helping casinos deliver exceptional customer experiences and strengthen brand trust across all locations.



Benefits

Client

Challenge

Solution

| **Benefits**

Summary

Stronger Service Quality, Efficiency, and Scalability

- 30% increase in customer satisfaction (CSAT)
- 25% reduction in manpower through automation and streamlined processes
- Future-ready casino infrastructure enabling scalability, stability, and long-term national prosperity
- Greater consistency and efficiency across all 250+ operational sites



Summary

- Client
- Challenge
- Solution
- Benefits

| Summary

A Technology Foundation Built for the Future

By embracing legacy system modernization, enhancing casino gaming technology, and executing a comprehensive IT infrastructure modernization strategy, the client transformed its casino operations. Standardized processes, smarter automation, and a resilient technology foundation enabled improved customer satisfaction, stronger operational efficiency, and sustainable economic growth. These advancements position our client to scale confidently with a future-ready casino infrastructure that supports long-term strategic vision.



Contact us at **marketing@hexaware.com** to learn how our modernization solutions can strengthen your technology foundation.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

Get in touch