Software Products

Experience better results with MicroFirst Gaming's quality Software Products.

μ1 MicroFirst®
GAMING

Software Products

MICROFIRST GAMING'S SOFTWARE PRODUCTS ARE BUILT AND DESIGNED TO PROVIDE TARGETED GAMING SOLUTIONS while delivering your property a distinct competitive advantage. These software products enhance your Player's experience, set your property above the rest, save you money, make you more competitive, and improve your operations.

Power Packed Apps

Our Power Packed Applications enhance your existing applications and can be customized to fit your needs. Learn more about our apps on our website: www.microfirst.com/products

Content Commander

Receive automated scheduling of floor-wide content. Link content to any and all events and conditions that occur at the slot machine.

Pin Eazy

Pin Eazy enables you to set or change your PIN at any slot machine!

Bonus Now

Provides configurable control and flexible operations to run animated Bonus Content Games on all slot machines across your casino floor.

Bucket Manager

Transfer back and forth between your Comp Bucket and Cash/Points Bucket.

IntellaTarget

Delivers information, advertising, and personalized messaging to targeted groups or individual players right at their slot machine.

Pick-a-Bonus

Provide players the flexibility and freedom to choose the Bonus they want to redeem.

Slot Match

Presents a slot patron with similar slot machine games they may like based on the current slot machine game being played.

IncentaVision

Creates player excitement & keeps game-play lively by displaying progress towards bonuses, levels and achievements.

Multi-View

Provides your players the ability to view any Sweepstakes & Promotions Balances at any slot machine

Mobile Assistant

Get real-time event notification to your staff with Mobile Assistant.

Do your staff limitations keep you from meeting the service expectations of your Players? Do your Supervisors know when current service times are outside of company goals? If these problems ring true for you then your Casino would benefit from Mobile Assistant, MicroFirst Gaming's Slot Dispatch System. Research has show that the average response time drops from over ten minutes to less than three minutes after implementing Mobile Assistant!

Mobile Assistant provides real-time event notifications to your staff, ensuring better service to your Players by reducing the amount of time they wait to be taken care of. It also lets your Staff cover more casino floor area, reducing the need to scout out Players in need of assistance. Mobile Assistant also provides notifications directly to the Supervisor. It's simple to configure to meet your individual Casino needs and allows for dynamic "on the fly" configuration.
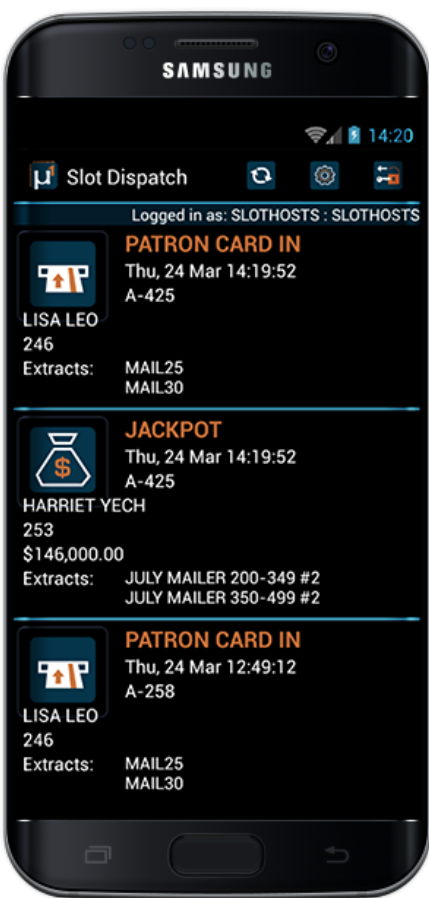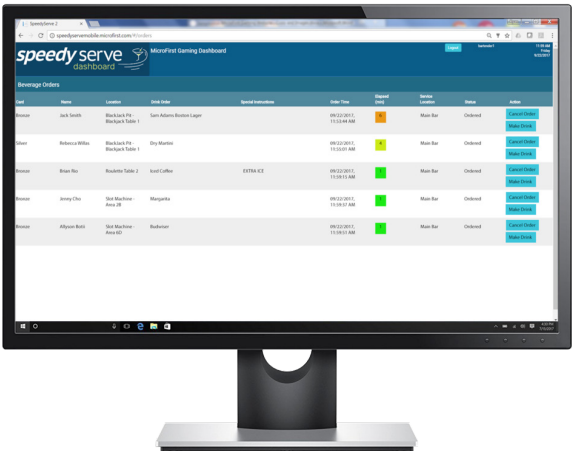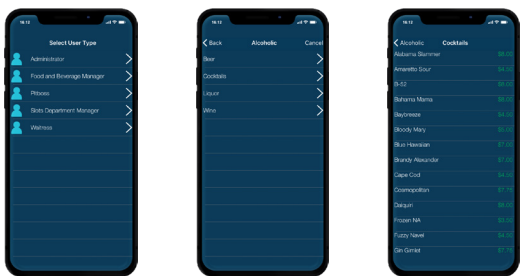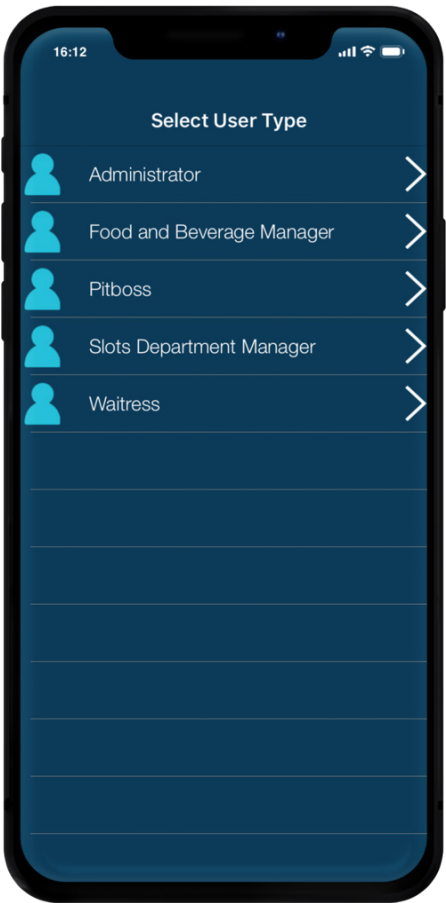
Speedy Serve Mobile

Enjoy the automation of a patron's drink ordering process and enhance your customer service!
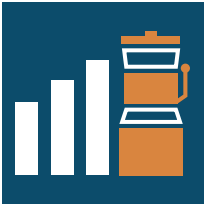
MicroFirst® Gaming's NEW Speedy Serve Mobile revolutionizes how your players, staff, and management experience beverage service. Your players will enjoy better customer service features and swift drink deliveries. Your staff will enjoy the automation, ease of use and organization that's offered. Management will enjoy the reporting information, accountability and efficiency of staff time and customer satisfaction that Speedy Serve delivers; all while offering universal compatibility to any Casino floor and complete mobile device support.

SPEEDY SERVE MOBILE BENEFITS YOUR CUSTOMERS BECAUSE...

- players have the ability to request drink services right at their seat instead of waving down wait staff.
- pitbosses and management will have the ability to request drink service from their handhelds.
- wait staff will be able to place a drink order through their handhelds and receive updates on drink orders as well.
- all closed out drinks are tracked within the system's central database.
- players will receive faster drink service.
- multiple payment methods are supported.

Slot Excellence Assessment
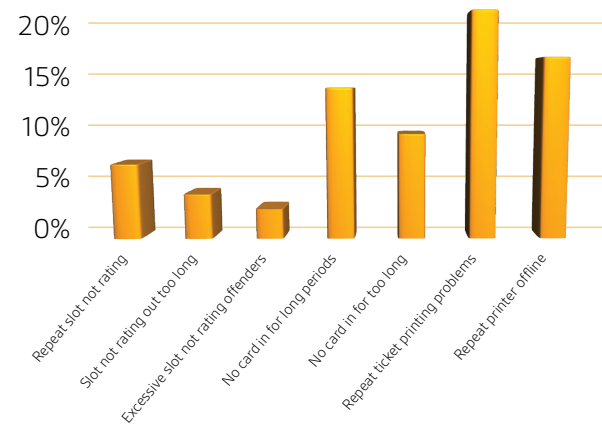
Don't lose revenue, maximize it!

MicroFirst Gaming's Slot Excellence Assessment will help you find any problems and increase revenue at your Casino. Our Slot Excellence Assessment is a non-intrusive process that carefully sifts through the details of thousands of system transactions, searching for unusual conditions. The automated process performs an extensive, in-depth analysis of your slot floor. The results will help you identify operational inefficiencies, possible theft, lost revenue and customer dissatisfaction, enabling you to optimize revenue opportunities, improve security, and enhance your overall patron experience.

There are two tiers of service available: The BASIC tier is an independent evaluation that will provide the security of knowing things are going well on your slot floor, or notifying you if they are not. The ADVANCED tier includes high importance areas where an in-depth independent verification and findings are crucial to your operations.
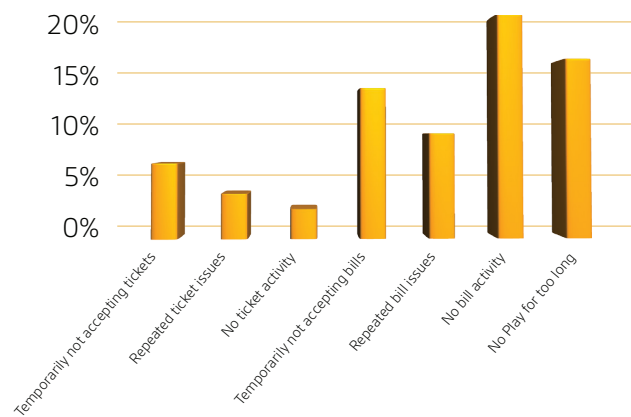
SOME FEATURES INCLUDE:

- Revenue Impact
- Slot Security Concerns
- System/Network Issues
- Excessive System Problems
- Excessive Network Traffic
- Excessive Rating Offenders
- Excessive Game Errors
- Patron Satisfaction Level

- Keypad / Touch Screen Errors
- Unaccounted Ticket Prints
- Repeat Ticket Printing Problems
- Suspicious Activity
- Suspicious Card Use
- Suspicious Jackpots
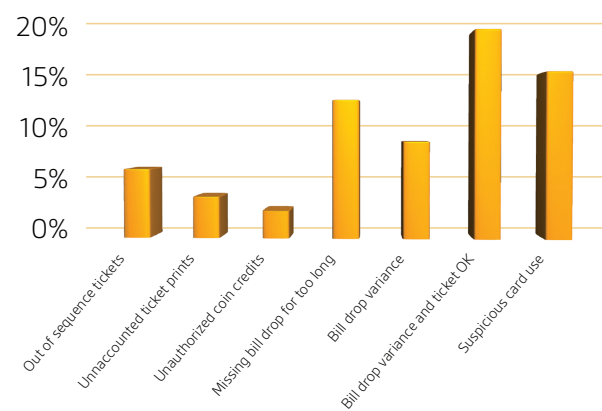- Unauthorized Coin Credits
- Bonusing

Patron Satisfaction

Bars (approximate values): Repeat slot not rating 6%, Slot not rating out too long 4%, Excessive slot not rating offenders 2%, No card in for long periods 14%, No card in for too long 9%, Repeat ticket printing problems 21%, Repeat printer offline 17%

Revenue Impact

Bars (approximate values): Temporarily not accepting tickets 6%, Repeated ticket issues 3%, No ticket activity 2%, Temporarily not accepting bills 13%, Repeated bill issues 9%, No bill activity 20%, No Play for too long 16%

Suspicious Activity

Bars (approximate values): Out of sequence tickets 6%, Unaccounted ticket prints 3%, Unauthorized coin credits 2%, Missing bill drop for too long 12%, Bill drop variance 8%, Bill drop variance and ticket OK 19%, Suspicious card use 15%

Experience better results
with MicroFirst Gaming:

- ✓ *Content Creation*
- ✓ *Board & Electronic Repairs*
- ✓ *Manpower Services*
- ✓ *Hardware Products & Parts*
- ✓ *Software Products*
- ✓ *Hardware & Software Development*
- ✓ *and more!*

MICROFIRST MISSION

MicroFirst® Gaming is committed to providing an unsurpassed level of quality in all that we do, striving to maximize the potential of every client with global solutions to meet individual needs. We offer a wide array of products and services, giving our clients the flexibility and customization they need to stay ahead of the competition.

LICENSED

MicroFirst Gaming maintains Top Level Licenses in all major jurisdictions which includes the ability to work on sensitive gaming technology including electronic funds transfer. System Display , Advanced Casino Systems Corporation (ACSC), and Slot Management. System (SMS) are the trademarks of their respective companies. Some services may require additional information and specifications for your systems supplier.

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