



Giesecke+Devrient

CASE STUDY

Plainridge Park

Boston-Area Casino Complex Embraces the Future with High-Speed and Compact Currency Solutions From G+D





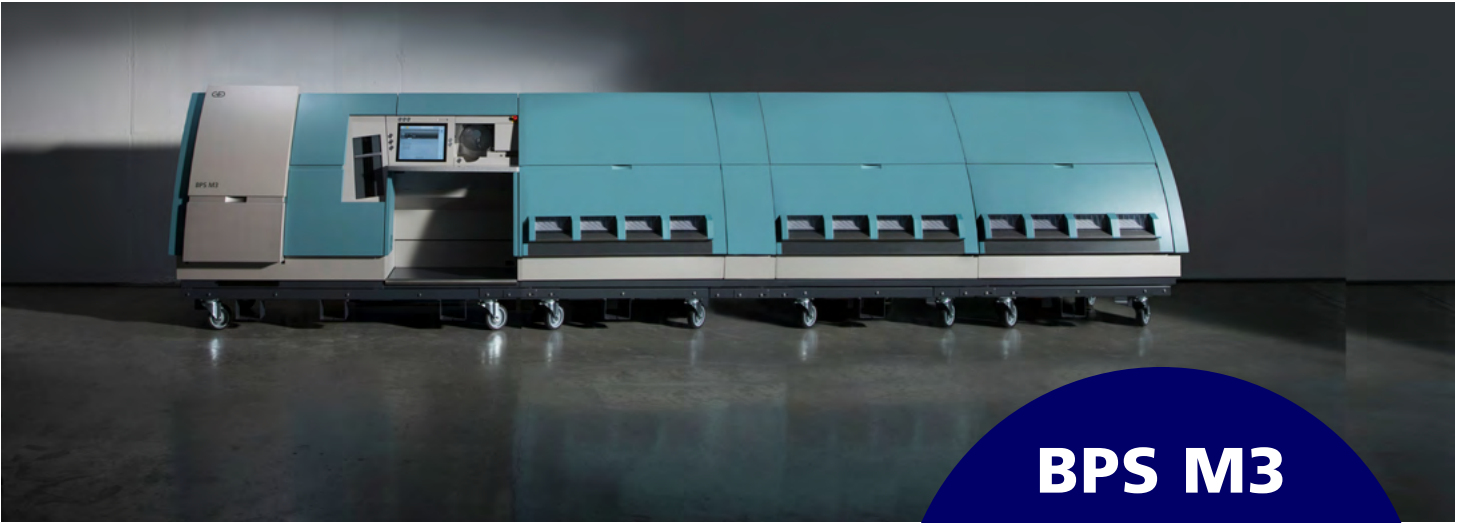
Plainridge Park is a busy casino complex conveniently located one hour south of Boston. This hometown casino is where New England fans come together for a memorable experience. The venue offers something for everyone with gaming, sports, dining, live music, horse racing, local flair, and rich rewards.

PLANNING A COUNT ROOM UPGRADE

Heidi Yates-Akbaba is the VP of Finance and CFO at Plainridge Park, and her role includes leading and guiding financial stability for the entire property. Managing the currency processing operations in the count room as efficiently as possible is an important part of her focus. She explains how the move to G+D started: "In 2022, we were in a position where the high-speed equipment we had installed from another vendor was failing. We were experiencing frequent breakdowns, a lack of technicians to repair the equipment and poor service. We couldn't rely on our vendor to keep us up and running, resulting in long and frustrating days for our staff," says Yates-Akbaba.

CHOOSING A RELIABLE PARTNER

After speaking with a sister property in Perryville, MD, that was already successfully using G+D in their count room, Yates-Akbaba began investigating new high-speed solutions. Working with the local G+D sales and technical team, she decided that the BPS M3 and BPS C5 fit their needs perfectly. The decision was driven by the machines' proven reliability, advanced features, and the assurance of excellent customer service from G+D. "I knew the BPS M3 specifically would function as advertised, the G+D customer service would be reliable, and we would be well taken care of. It was also important that this new solution could expand with us as we grow. And I am looking well into the future, like the next 20 years or so! I knew I could trust G+D, and that made the decision easy," enthuses Yates-Akbaba.



BPS M3

The modular structure of the BPS M3 means it can easily be supplemented with additional hardware and software options, and as a result can be adapted to meet current and future needs.

KEY FEATURES OF BPS M3 FOR CASINO COUNT ROOMS

The BPS M3 is a popular choice for U.S. casino count rooms. It offered a suite of features perfectly tailored to Plainridge Park's requirements:

- **High productivity:** Capable of processing up to 76,000 banknotes per hour, the BPS M3 streamlines operations with its user-friendly design and advanced GUI.
- **Reliability:** Built to withstand the rigors of casino environments, the BPS M3 ensures uninterrupted operation, supported by the seamless backup solution provided by the BPS C5.
- **Accuracy:** Equipped with state-of-the-art sensors, the BPS M3 guarantees precise validation of banknote value, security features, and fitness.

INSTALLATION DONE RIGHT

Upgrading the count room requires careful planning since there will be downtime as the old equipment is decommissioned, removed and the new equipment is brought online. Plainridge Park had a tight window of just five days to complete the installation. According to Yates-Akbaba, "We had zero margin for error on the five days to install. We had to be back up and running, and that included training. We succeeded in keeping within that window even with many employees visiting the count room to see our new machines being installed. It generated so much interest that even our gaming commission lawyers wanted to see them! We made a special cake to celebrate the occasion and shared it with the G+D team."

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HEIDI YATES-AKBABA, VP OF FINANCE AND CFO, PLAINRIDGE PARK

"Cash is some of the "grease" that keeps the wheels of a casino turning smoothly, and processing it efficiently is an important focus for me."

HEIDI YATES-AKBABA

COMPREHENSIVE CURRENCY SOLUTIONS FROM G+D

In addition to the new BPS M3, Plainridge Park implemented a range of compact solutions and software from G+D, including:

- **BPS C5** - a backup for the BPS M3 and a dedicated currency discriminator for processing of sportsbooks
- **BPS C2/2** – two units in the cage used for cassette filling for ticket redemption kiosks
- **ProNote 1.5** – 15 units on cashier lines within the cage for customers cashing out, the main bank for daily work and also on the writer lines at the sportsbook
- **Casino Connect (formerly BPS Connect)** – integrates banknote processing systems to give casino operators, supervisors, and managers greater visibility of count room operations

RESULTS THAT MAKE A DIFFERENCE!

Since installing the BPS M3, the casino has enjoyed a more efficient count process. According to Yates-Akbaba, "The days of stressful unreliability due to malfunctioning equipment are a distant memory! Our count room staff are happier and less stressed since they finish at a predictable time and are not dealing with unexpected delays and breakdowns. We are saving on overtime costs and processing more cash in a shorter window. Cash is some of the "grease" that keeps the wheels of a casino turning

smoothly, and processing it efficiently is an important focus for me."

A STRONG ENDORSEMENT

When asked what she would say to another casino considering G+D, Yates-Akbaba focused on the level of trust: "If you're considering G+D, do it! You will not be sorry. The reliability of their products and their staff's knowledge, from how you operate to how problems are resolved, is stellar. Their service, both before and after installation, lets you know you are a valued customer and you've gained a credible partner. G+D has delivered on trust, and we are excited to move forward together."

BENEFITS AT A GLANCE

- More efficient count room that processes more cash in less time
- Reliable performance of BPS M3 and responsive customer service
- Happier employees due to fewer unexpected delays
- Lower overtime costs
- Reliable backup system of BPS C5
- Well prepared for future currency volume growth



PLAINRIDGE PARK CASINO



ABOUT PLAINRIDGE PARK

Plainridge Park, owned and operated by Penn Entertainment, is "Your Hometown Casino" in New England. It has an open casino floor featuring slots, a high-limit room, a high-limit lounge, video poker, and electronic tabletop games. Offering the newest games with cutting-edge technology, Plainridge Park Casino provides the excitement, winning and comfort that today's players expect. Guests enjoy the latest and greatest slot

games, video poker and electronic table games while enjoying full beverage service on the spacious casino floor.

Location: 301 Washington Street, Plainville, MA, conveniently situated near major highways and is easily accessible from surrounding areas like Boston, Providence, and Worcester.

Facilities: The casino offers a variety of gaming options featuring over 1,000 slot machines with a mix of

classic favorites and the latest titles along with electronic table games and sports betting.

Dining and Entertainment: Dining options range from casual to upscale, with bars and lounges where visitors can relax, enjoy drinks, or watch live entertainment.

Racing: Plainridge Park also has a harness racing track with live events and simulcast racing from other tracks around the country.

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2024