

Station Casinos Bets on Marathon to Keep Slot Machines Running

PROFILE

Premiere gaming franchise for Las Vegas residents
More than 20,000 slot machines

ENVIRONMENT

Marathon FTvirtual Server™
Windows® 2000
(2) HP DL 380 per System

WINDOWS APPLICATION

Acres Translator Program
Acres Comm Hub Program
Acres Bonusing Interface

THE COMPANY

Station Casinos is the premier provider of gaming and entertainment for residents of the Las Vegas metropolitan area. The Station Casinos franchise includes eight major gaming and entertainment complexes, each with its own Windows-based Acres Gaming applications to manage accounting and player tracking for slot machine operations.

The Acres software also provides important "bonusing" features on the slot machines for their guests. The bonusing system provides personalized delivery of prizes and loyalty rewards to players at individual slot machines. This system helps build customer loyalty—an important function in the highly competitive gaming industry. A failure on one of the servers running these applications can make the bonusing features for the entire slot floor for that location inoperable, resulting in inconvenience for hundreds of guests and potential negative impact on customer loyalty.

TAKING NO CHANCES WITH DOWNTIME

Station Casinos wanted a simple, affordable way to protect their slot machine accounting and player tracking systems from downtime. In addition, because the IT staff is not immediately available at each property 24/7, they also needed a solution that did not require manual intervention to restore operations after a failure.

THE CHALLENGE

Station Casinos IT staff evaluated several options for protection. The "cold standby" servers they had used in the past were only effective if the necessary IT staff were immediately available on the premises. They also considered the use of standard Microsoft clusters, but the Acres slot system applications were not "cluster aware" and would not operate after the failover process. "The player tracking and bonusing systems are critically important to our operations," said Steven Bastille, IT Director - Server and Desktop Systems, Station Casinos. "We needed a sound technology to protect them that would not require specialized training, added staff, or increased IT resources."

Success Story

For more information:

VTEC Inc.
20 Kimball Ave.
S. Burlington, VT 05403
Tel.: 877-583-7046
www.vtecinc.com



THE SOLUTION

Station Casinos worked with system integrator, VTEC, Inc., to implement systems that were protected with Marathon FTvirtual Server™ software.

"Marathon's unique technology helped us meet this company's requirements for complete application protection as well as simple administration and maintenance," said Bob Issenberg, President, VTEC. With the Marathon systems, the Acres applications have operated continuously. The systems deliver 99.999%+ availability and full protection from faults, component failures, and network connection failures.

THE RESULTS

"The benefits of using Marathon go beyond the obvious improved availability of the applications," said Bastille. "When a problem occurs, the property does not have to wait for a specialist to arrive and the IT staff don't have to come in during off hours on an emergency call. That's good for morale." Station Casinos is currently using Marathon FTvirtual Server software to protect the slot player tracking at two properties and is in the process of adding systems in additional properties as part of their ongoing upgrade process.

WORLDWIDE HEADQUARTERS

Marathon Technologies Corporation
295 Foster Street, Littleton, MA 01460
Tel 1.800.884.6425 / 1.978.489.1100
Fax 1.978.489.1101
Email: info@marathontechnologies.com
Web: www.marathontechnologies.com

EMEA HEADQUARTERS

Marathon Technologies UK Ltd
Regus House, Trinity Court
Wokingham Road, Bracknell
Berkshire, RG42 1PL
Tel +44 (0) 1344.706.241
Fax +44 (0) 1344.706.242
Email: emea@marathontechnologies.com
Web: www.marathontechnologies.com

“The benefits of using Marathon go beyond the obvious improved availability. When a problem occurs, the property does not have to wait for a specialist to arrive. In addition, the IT staff don't have to come in during off hours on an emergency call. That's good for morale.”
