Jackpot Junction Makes Network Experience a Safe Bet with Upgraded Infrastructure

"With a busy gaming floor, marketing promotions, and food and beverage going on at the same time, we are a very customer-first facility. Having that network dependability and uptime is definitely one of our key goals, and it has been met."

Nick Potter, Director of IT, Jackpot Junction

Technology Needs

- Increased network uptime and reliability.
- Provide the foundation for next-generation guest services.
- Automate security and documentation in a regulated environment.

Extreme Solution Components

- ExtremeSwitching™
- Fabric Connect™
- ExtremeCloud™ IQ – Site Engine

"Previously, we were only operating at about 85% network uptime. This had significant impact on our ability to provide our guests with the services and amenities they required. With Extreme, we're now at 98% – 99% uptime, saving us time responding to negative feedback from guests and staff and ultimately helping drive more positive reviews and guest satisfaction."

Nick Potter, Director of IT

Jackpot Junction Casino Hotel combines a 440,000-square foot gaming floor with restaurants, live entertainment, a renowned golf course, and hotel. Based in Minnesota next to the Mdewakanton Tribal Reservation, Jackpot Junction has a dynamic business environment that includes everything from hospitality, retail and gaming systems, to multicast TVs and guest internet access. Wireless networks provide support for thousands of users and devices including slot machines, which must be both secure and compliant with gaming regulations. With so much at stake on the gaming floor, Jackpot Junction's IT team could not afford downtime or outages.

Nick Potter, director of IT at Jackpot Junction, knew the casino needed a fresh approach to network management that could automate processes, provide deep visibility into pain points, and help his small IT team handle increased demands on the network to support guest services. Working with Extreme, Potter and his team dramatically increased network uptime and enabled Jackpot Junction to support business-driven initiatives including self-service guest kiosks and futureproofing for next-generation gaming devices, with strategic plans to support increased use of tablets by hotel and restaurant staff. Jackpot Junction's network upgrade has been so successful that they have also been able to support the surrounding Lower Sioux Native American community with networking services, including high-speed, secure connectivity for its government buildings, community center and healthcare facility.

"It's just kind of magic how you move a device and the Fabric recognizes it and routes it."

Nick Potter, Director of IT

Results

Driving Efficiency with Network Management

- Seeing the network through a single GUI interface helps Jackpot Junction's eight-person IT team quickly find and remediate network pain points and better understand end-user behavior.
- Streamlined management dramatically increased uptime and provided peace of mind that a dependable network would keep the gaming floor up and running.
- Eliminating routine network problems freed up dedicated networking staff to focus on more impactful, customer-facing initiatives.

Stronger Security for a High-Compliance Environment

- Segmentation of network traffic helps support compliance-heavy environments including the gaming floor, Lower Sioux Native American government buildings and a healthcare clinic.
- Fabric Connect allows casino employees to rearrange gaming machines and move them around the gaming floor, without the need to reprovision security or manually document for compliance purposes.

Setting the Foundation for Next-Generation Customer Experiences

- High-performance wireless supports the future of customer experiences – self-service kiosks, automated player services, and tablets for restaurant and hotel staff.
- Futureproofed networking deployment meets the high demand from customers to support the latest in gaming, including Wi-Fi 6-enabled devices.