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## Mission Statement

NRT Technology Corp. is the globally recognized leader of innovative cash handling solutions and products. We are committed to providing our customers with the highest level of service and support that meet and exceed their expectations.



*Solutions defined by service*

# QuickNews™

## NRT Focuses on Customer Service

### Letter from the President

On behalf of the employees of NRT Technology Corp, I want to welcome you to the inaugural edition of our company newsletter, QuickNews. NRT's strength has always been to recognize market trends and react swiftly to you, our customers, and your specific requirements. We listen to you and we adapt our products and services accordingly, it's all about you, our customers.

Customer support has been the focus in 2008 and will continue to be the primary focus moving into 2009. This focus directs us to continued technical development and relationship building, to be the most successful supplier of redemption products in the world. Our people are the most valuable resource here at NRT. Our combined technical abilities will continue to lead us into the future as the recognized leader of innovative cash handling solutions and products. We will continue to focus on operational excellence and customer satisfaction strategies.

As we look forward to the next year, we do so with the knowledge that we have a strong team in place to take on the challenges of providing our customers with the highest level of service. If you have any questions or concerns, please do not hesitate to contact me or any executive member of NRT. *John Dominelli, President & CEO.*

### About NRT Technology Corp.

Founded in 1993, NRT Technology Corp. provides innovative cash handling solutions, products & services to the casino & gaming industry world-wide. Our popular line of QuickJack redemption ATM's handles all types of customer self service redemption services. NRT also provides turn key applications for Jackpot redemption, ticket redemption, ATM transaction processing as well as other business related applications. Our products are used globally by Casino's, Lotteries & Retailers.

NRT's headquarters complex is located in Toronto, Ontario, Canada. The 55,000-square-foot facility houses all research and development, administration, compliance, marketing, sales, and service support staff. NRT also maintains an office in Las Vegas, Nevada, where we work closely with our clients and North America's major gaming technology companies. The company also has an office in Macau, to ensure that we work with and support our customers in Asia.



### Web-based reporting & monitoring

NRT's Cash Handling System (CHS) is an innovative solution to manage and monitor NRT's full line of multi-functional products. Using a familiar easy to use web based interface, CHS permits access to in-depth reporting and unit management tools that aid in maintaining and improving guest service.

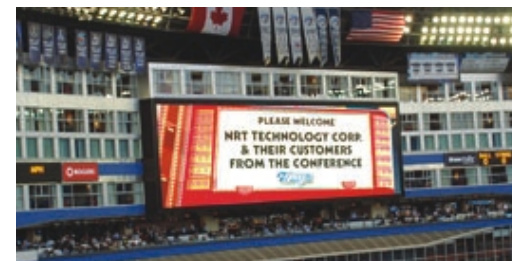
### CHS provides the following benefits:

- Web-based intuitive graphical user interface with multimedia capabilities
- Manage & monitor NRT's full line of multi-function products
- Uses SQL server, robust database management
- Remote administration & machine maintenance
- Real time graphical display of machine status
- Simplified management & audit reporting
- Maximizes machine availability
- Enhanced security features

### NRT User Conference... Success

The 2008 NRT user Conference held in Toronto on June 24-26 was a great success. The 3 day event included a tour of our manufacturing facility, introduction to new products and hands-on workshops where some of our new products were featured. Industry expert Bart Lewin was on hand and shared the exciting topic of: "Using kiosks for generating revenue"

The Conference attendees & vendors were treated to an exciting baseball game in a luxury suite at the Rogers Centre between the Toronto Blue Jays and the Cincinnati Reds.



Please visit our website at [www.nrtech.com](http://www.nrtech.com) for a post conference wrap up. Make plans to attend the User Conference in Las Vegas in June 2009.



# Customer Support Centre

## *The Customer Support Centre at NRT undergoes re-structuring What's in it for the Customer?*

### Internal Operational Improvements

All NRT Customer Support Centre representatives have recently completed an intensive hands-on training program that focused on hardware as well as software. Our technical knowledge base has been updated and significantly expanded. Hardware specialists and developers have been tasked with the responsibility of ensuring the data is complete, detailed, current and above all, accurate.

When using NRT's Customer Support Center (CSC) our customers leverage the following key benefits:

- **Single Point of Contact**
- **Incident Management** from initiation to resolution including incidents that need to be routed to another service vendor for resolution
- **End-User Client Support** to resolve end-user questions and problems quickly, increasing their productivity
- **NRT Service Web** for easy web access to review your service cases

NRT's Customer Support Center allows you to focus on your core business; while we help you improve your service levels and end-user satisfaction.

### Customer Impact

Our customers are now dealing with more knowledgeable and skilled technicians when opening and working tickets. Problems are resolved in a timely fashion. NRT is focused on customer support.

### Key Elements

**NRT Customer Support Center** - Global support provided by a fully staffed team available 24 hours per day, 365 days per year.

**Remote problem resolution** - Upon receipt of a service request, NRT will diagnose and resolve the problem remotely when possible.

**On-site remedial hardware repair** - Factory trained, on-site experts replace the failed ATM component or part. Remedial repairs may also include cleaning, lubricating, adjusting, or recalibrating to repair the malfunctioning component.

**Proactive and preventive support** - Preventive Maintenance is included with every service contract.

### *How does the CSC dispatch calls and is there any follow up?*

The customer is contacted by phone to obtain a description of what has occurred. During the call the technician with the customer's assistance troubleshoots the problem attempting to determine if the problem is hardware, or software related.

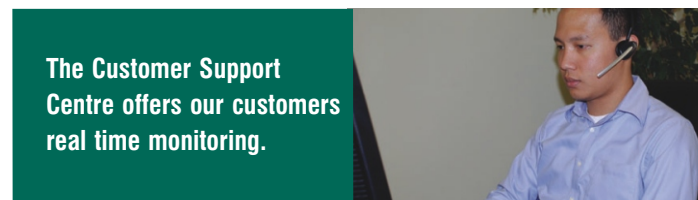
If it is an obvious hardware problem the technician must identify if it is a First Line Maintenance (FLM) issue in which case the customer is guided on how to resolve the problem. If not FLM, a hardware technician is dispatched. For most of our service providers the dispatch process is automated and we automatically receive updates of progress made on the call. When necessary we can go into our service providers' portal to obtain the status of any outstanding call or to review what occurred in closed calls.

If the technician cannot identify the exact cause or type of problem, log files are requested. Once the logs are obtained they are reviewed and with the aid of the trace files the reason for the problem and corrective action can be taken.

To assist us to better serve you when you're opening a ticket, please have the following information ready:

- QuickJack unit ID (i.e. T01, T02, etc.)
- QuickJack serial number
- Detailed description of the problem
- Error code on the screen or error code on the dispenser (if they exist)
- Things tried that did not work to resolve the issue
- Main contact person who will take ownership of the ticket (Name, Number, etc)

**The Customer Support Centre offers our customers real time monitoring.**



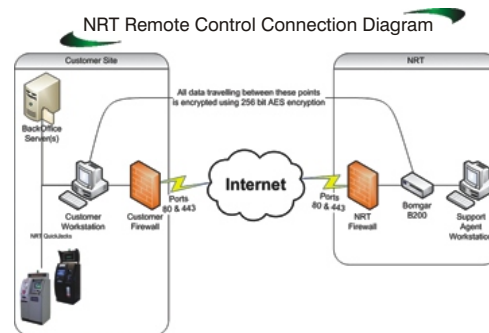
***NRT is implementing two new services through our Customer Support Centre to help us provide you with better service.***

### Customer Support Center Remote Control

*Now included in NRT's Standard Support Packages*

To maximize Quick Jack availability while using the least possible property resources NRT's Customer Support Center (CSC) can, with your authorization, remotely access your QuickJack network. Using this new tool the CSC can obtain trace files, check parameter settings, and do other diagnostic tasks. This method is client initiated by accessing an NRT web page. It does not require any software to be previously installed at the property. NRT architected this solution with security and regulatory compliance in mind. All communication uses strong encryption using very secure 256-bit AES encryption. The user on property can view all activity taking place on the controlled workstation and NRT is limited to the access levels permitted by the property. And at any time the session can be immediately terminated by the property. Once the session is over a flash movie of the entire session is available for download. This movie can be kept as an archival record of all actions that occurred during the session.

While the offering is now included in all NRT Standard Support packages without additional charge, some initial setup and configuration of permissions at the property level may be required. This offering is only available where regulations permit.



### ***Appointment of new Customer Support Centre Manager***

In our commitment to improve the overall operation of the Customer Support Centre, NRT has appointed **Ata Etemadnia**, Manager of the Customer Support Centre. Ata has been with NRT since June 2004 and has held various positions & responsibilities within the organization during his tenure. He brings a wealth of product knowledge and experience to the position and is completely focused on customer service. His enthusiasm and determination to resolve issues has already been reflected in the performance of the Customer Support Centre. With Ata's knowledge and commitment to customer service, the Customer Support Centre has been re-vitalized

# Customer Support Enhancements

## Remote QuickJack Monitoring

*Now included in NRT's Standard Support Packages*

This enhancement securely transmits event information to NRT's Customer Support Center (CSC). The NRT CSC is alerted if any critical issues occur. When an issue is reported, the CSC has immediate access to the event information leading up to the issue. By using this information, the CSC can effectively guide you to the quickest solution to the issue, maximising QuickJack uptime.

While the offering is now included in all NRT Standard Support packages without additional charge, some one time costs to establish the secure link to NRT may be required. This offering is only available where regulations permit.

## Premium Remote QuickJack Health Monitoring

*Custom add-on to Standard Support Package*

This premium enhancement builds on the standard QuickJack Health Monitoring offering, offering proactive reporting of issues to the property before they may be aware of the issue. This offering is particularly suited to clients with a high volume of business and / or clients with a lean staffing model. When the NRT CSC is alerted by the QuickJack Health Monitoring system that an issue exists, the CSC will follow a tailored set of procedures. These procedures include notification, escalation, and optionally automatic dispatch. These procedures are tailored specifically to your business requirements and objectives.

Due to this offering being very specific to your needs, the pricing for this offering will also be specific. This offering is only available where regulations permit.

## Remote QuickJack Management

*Custom add-on to Standard Support Package*

This offer builds on the Premium Remote QuickJack Health monitoring package by enabling NRT to directly manage and resolve many issues that would currently be the properties responsibility. Through this offer NRT will as much as possible eliminate most QuickJack related IT tasks. The property IT team will generally only be required to operate the physical layer of the network and to provide a high speed internet connection or direct connection to NRT basically the plumbing. NRT will do the rest, even providing the physical server, licensing of the server software and the communications routers and VPN appliance.

By leveraging NRT's global infrastructure and expert service, we can lower your cost. We have the capability to remotely manage your NRT Systems 24 hours a day, seven days a week from our global remote monitoring and management centers.

*...allowing your IT resources to stay focused on your core initiatives.*

## The Role of the "Regional Support Manager" (RSM)

Regional Support Managers are technically adept individuals with a strong business knowledge of the casino industry. The role was created to increase NRT presence not only in a technical capacity but from a relationship management perspective. Currently, there are 5 RSM's covering major centers in the U.S., Canada & Macau.

The Regional Service Manager delivers functional, single point of accountability for your contracted NRT Service. The RSM also provides the expert analysis and reporting that you need to gain insight into your NRT service performance and costs. The RSM is responsible for managing service level performance and contract compliance, as well as change management, client communication, and client satisfaction. Most importantly, the RSM serves as your advocate and is focused on helping you develop and grow your business. NRT's Service Management provides you with actionable intelligence to make informed decisions, increasing your ability to adapt quickly to changes in your business requirements, driving enhanced business value.

**Carl Mateo** brings over 19 years of the gaming industry experience to NRT. Starting as a Slot Attendant in 1989 at Showboat Casino in Atlantic City, he was quickly promoted to an Electronic Technician in 1991. Again in 1996 he was promoted to an Electronic Bench Technician. In 1999 Carl transferred to IT as the Network Operations Technician. In August 2004 Carl joined the NRT Team as Technical Specialist in the Atlantic City Area.



After working for NRT for 3 years he was promoted to Regional Support Manager. In this role Carl supports casino in the Eastern US Region, which includes New Jersey, Pennsylvania, Connecticut, Maine, West Virginia, and North Carolina. His primary responsibilities are to identify, research, and resolve technical problems, provide onsite installation, go-live support for all NRT products, and build & maintain a trusted relationship with all clients.

### RSM CONTACT INFORMATION

**Adam Young**, ayoung@nrtech.com  
RSM – Southern Region, *Alabama, Florida, Louisiana, Mississippi and Oklahoma*

**Scott Long**, slong@nrtech.com  
RSM – Western Region  
*Arizona, California, Colorado, Idaho, New Mexico, Oregon and Nevada*

**Carl Mateo**, cmateo@nrtech.com  
RSM – Eastern Region, *Connecticut, Maine, New Jersey, New York, Pennsylvania, Virginia and West Virginia*

**Rick Kwan**, rkwan@nrtech.com  
RSM – Asia Pacific

**Jay Tang**, jtang@nrtech.com  
RSM – Midwest Region (interim) and Canada  
*Iowa, Illinois, Indiana, Kansas, Michigan, Minnesota, Missouri, North Dakota, South Dakota and Wisconsin*

### CUSTOMER SUPPORT CENTER

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## QuickJack™ 2

The QuickJack 2 an ideal solution to easily integrate with any host slot player and casino management system. The newly designed QuickJack 2 features enhanced guest service experience with eye catching illuminated points.



### Features:

- Ticket redemption
- Bill breaking
- ATM functionality
- Players point redemption
- Increased bank note & coin capacity
- 17" LCD touch screen
- Optional printer configuration
- Many more features

## QuickJack™ Classic LITE



The QuickJack Classic Lite is the latest exciting product from NRT. A stand-alone unit especially designed for casino's that do not require central management & reporting.

The new QuickJack Classic Lite leverages the robust core of NRT's standard offering which is familiar to casino patrons around the world.

### Benefits:

- User friendly, one-stop service for ticket redemption & bill breaking
- Quick & simplified balancing
- Streamlined operation
- Ultimate customer convenience
- Reduce wait time
- Less work, lower cost
- Minimum service
- Local service & warranty support

Powered by: **CHS™ LITE**



## NRT is proud to offer... QuickBuffet™

to our customers



The QuickBuffet is a Kiosk solution that revolutionizes traditional buffet payment transactions.

### Benefits and Value

- Enhance customer experience
- Real time updates to menu items
- Shorter buffet line ups
- Re-assign your labour
- Increase revenue
- Flexible payment options-cash, credit card or room charge.

Call your NRT Sales Executive for further details

NRT appreciates your comments & input and welcomes any feedback or suggestions that you have. Please let us know if there are any specific topics that you would like us to cover in future issues.

This newsletter is written with our customers in mind, so please take a moment to drop us a line @ [marketing@nrttech.com](mailto:marketing@nrttech.com)

For sales inquiries, please contact the following sales executives.

### Sales Contacts:

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