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Optimizing floor operations

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When the pandemic hit, the gaming industry was particularly vulnerable as it's based on tourism, entertainment and human interaction. Everything began to shut down worldwide with many furloughed workers. We were in uncharted territory with numerous unknowns.

As a software company that analyzes a lot of casino data, Tangam Systems had many conversations about the current shutdown and reopening plans with various stakeholders. We realized that many would, in essence, just turn the lights back on and resume operations. The problem with this approach is that with safety guidelines including less capacity, unknown demand and potentially more labor, it could really hurt operators' bottom-line. Optimizing floor operations was crucial.

To help with casino reopenings and operating in a 'new normal' during the pandemic, Tangam launched the Bouncing Back from COVID-19 Webinar Series. It focused on actionable, low effort, high return strategies to hit the ground running once a property reopens and begins to operate under new safety guidelines.

The webinars:

Learnings from Macau, Optimal Staffing & Game-Mix – creating a successful reopening strategy with an emphasis on optimizing labor costs while maximizing revenues

2. Optimizing Operational Procedures for Baccarat & Roulette – low cost, high return strategies to optimize operating procedures for Baccarat and Roulette.

3. Table Games Strategic Yielding Levers – Combining Operational Expertise with Data – an open discussion with a panel of industry experts on how they marry their operational expertise with data to manage their table games business

4. Tangam Reopening Best Practices – best practices on how to design an open hour, game-mix and pricing strategy using TYM (Tangam’s flagship software) for a successful casino reopening

Tangam Systems, a global leader in table games optimization, is trusted by some of the largest casinos to maximize profit and improve patron experience for over 7,000 tables in 9 countries. All of these webinars received overwhelmingly positive feedback and are still available at www.TangamSystems.com to view.

