

## Netwise Resources



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## Indiana Live! Casino



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## Case Study for Indiana Live! Casino

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### Company Profile

Now open in their permanent facility, Indiana Live! Casino has become a new landmark entertainment destination integrating a state-of-the-art gaming facility with the exciting Café Live! by Wolfgang Puck and entertainment venues. Indiana Live! Casino is quickly becoming the area's most popular hot spot. Indiana Live! Casino opened the temporary pavilion in June 2008 followed by the introduction of the Vegas-style permanent facility and all its amenities in early 2009!

### Business Case

Indiana Live! Casino had set an aggressive goal and subsequent timeline to be the first Racino to open in Indiana. Another Casino north of Indianapolis, IN was also racing to be the first Racino. Ted Mazotas, Director of Information Technology, was tasked with implementing all technology aspects of IT infrastructure, both administrative and gaming. In order to meet their goal, Indiana Live! originally felt it needed support from a national technology vendors who could get them the right products and services fast to meet their deadlines all while being competitive. Into the project build, Ted found himself very frustrated with several of his key vendors. "They're constantly getting me products late, out of stock on others and their credit terms were horrible" said, Ted Mazotas. "I needed to find a firm that could come alongside our organization and help us meet our deadlines." "Not only would this supplier have to be responsive to our even tighter deadlines, but the depth of their product lines, customer service, credit policies would have to be conducive react to a very aggressive build schedule. "

### Solution

Netwise Resources was able to displace several of Indiana's Live!'s national vendor relationships, get them the products and services they needed on time (many cases next day) and at a very competitive prices.

"We've become very good at leveraging our vendor partnerships and maximizing collaboration to minimize risk and deliver business value", Daryle L. Johnson, IT Solutions Consultant with Netwise Resources. In addition, because Netwise Resources has a customer first attitude instilled in all levels of its organization, customer service was exactly what Indiana live! was looking for. "Our team knows how to respond to customer needs", says Mark Gibson, President of Netwise Resources. "We've chosen to empower our staff to further enhance their ability to service customers, solve problems, and provide the type of service our customers have come to rely on." From special projects involving one or more of Netwise Resources more than 28 technical staff, to high volume procurement, to desktop and laptop system configurations, printer fleet management, to software solutions, to Sharp MFP...Netwise Resources meet ALL Indiana Live!'s technology procurement needs and help them meet their deadlines and become the first Racino in Indiana. "I'm glad we found Netwise Resources when we did, they proved to be the safest bet in town," – Ted Mazotas.

## Benefits

- Realized a significant cost savings over other National suppliers
- More than 95% of all orders were on time and within budget.
- Significant increase in staff productivity due to products and services arriving on schedule
- In many cases, products were delivered “Next Day” without shipping expenses

## Products and Services Provided by:

