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Late Breaking News, Compelling Ideas, Just Plain Good Stuff for the Gaming Industry!

No Man -- or Woman, for That Matter -- Is an Island

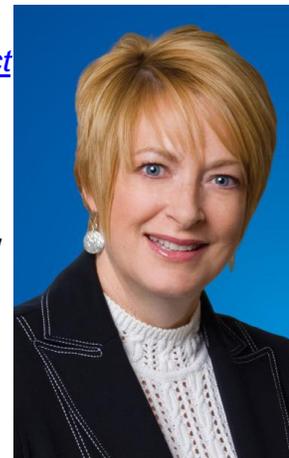
How to Conquer Technology Overload

By Guest Contributor Tracey Chernay, Raving Partner, & Executive Vice President, Casino, Gaming and Lottery, [TransAct Technologies](#)

Technology changes at breakneck speed. What was once cutting edge in terms of, say, slot technology can almost be considered passé within the span of only a few months. So, how do you and, by extension, your casino, stay current with the latest and greatest that technology has to offer?

The good news is that you don't have to be an expert on every new technology that's up and coming in your industry. The saying that no one is an island really is true. Take advantage of the knowledge that exists around you on a day-to-day basis to help you execute well-informed decisions about what technologies will be best suited to your organization.

Start with your team members, the people working alongside you. Task each one of them with becoming a subject matter expert on a particular piece of technology, perhaps something specific that you assign, or perhaps a technology in which they've expressed previous interest. Ask each to prepare a presentation, and have it delivered at an upcoming lunch and learn session or team meeting. You'll find that when the information is delivered in a team setting, it will spark input from other team members. That in turn leads to new ideas and opportunities for further investigations. What's more, having a specific person who is very knowledgeable about a particular technology means that you have a subject matter expert who can



provide support and advice when you feel like you need more information in order to make a good decision.

Now look to the outside. Start asking your vendors to provide you with technology reviews and regular updates about the technology that you currently own. Don't limit yourself to the vendors with whom you currently work, ask competitive vendors to keep you apprised of their latest offerings as well. Perhaps there's something new that your current vendor doesn't provide but should.

If you're on a quest for information about the latest technology, chances are good that your industry peers are as well. Rely on them to tell you about the interesting new technology that they are implementing (and why), or that they've seen recently. And in the spirit of give and take, tell them about what you've recently learned. To further expand your circle of reach, join an industry group (or several) and ask questions of the people that you meet. The wider the net you cast, the more that you'll learn.

Industry conferences are a great source of information as well. Try and attend as many as you can, as often as your schedule allows. You'll find that most conferences have a technology track -- a group of sessions dedicated solely to educating attendees about the latest technology solutions that are available on the market. The sessions tend to be good value for the money, and you'll meet others who will become resources for you, as you will for them.

Finally, step back and breathe. Chances are that there's someone out there just like you, who's looking for the same answers. Realize that you don't have to know everything, nor should you pretend that you do. Don't be afraid to ask questions, enlist the help of others, and educate yourself.

Meet Raving Partners, Tracey and the TransAct Team, at the upcoming [NIGA Tradeshow & Convention](#) in San Diego, May 11-14, booth #2235. TransAct is also a sponsor of our very special [Insider Party benefiting the Notah Begay III Foundation \(NB3F\)](#), which addresses obesity and type 2 diabetes in Native American youth.

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