



AUTOCENE
A NEW ERA IN AUTOMATION

**Autocene Business Case
Series**



AUTOCENE

Alcohol & Gaming Commission of Ontario -
Incident Management Automation
Application

April 2017

Incident Management Automation Application

Summary: Autocene Enterprise Automation Application

The Alcohol and Gaming Commission of Ontario (AGCO) regulates operations for 19 casinos in the Province of Ontario. Each time an incident occurs at one of the casinos, the casino operator needs to report it to the regulator. A variety of incidents that can happen may include theft, minors on the floor, fights, cheating, police activities, etc. Various departments inside the Regulator may participate on a single occurrence based on the type of incident and information reported.

Components of the Autocene Automation Application

Incident Occurrence and Regulatory Submission Overview: A casino employee completes a simple “dynamic” guided questionnaire through an AGCO branded Autocene WebApp detailing the incident or filing. They select from a “drop down” list of 41 pre-populated categories and add details of the incident as required. When completed, application is then automatically routed to the appropriate department for corrective action or notification. Some incidents or filings require only that the appropriate department be notified, while others require escalations with specific actions prescribed by the AGCO department. All automated workstreams can be easily customized and configured using Autocene’s Code-Free Enterprise Automation Platform.

Incident Reports

- Gaming Related Suspicious Behavior
- Non-Gaming Related Suspicious Behavior
- Integrity of Gaming Systems and Supplies
- Unattended Children
- Interruption of Monitoring Activities
- Loss of Communication
- Prohibited Individuals Accessing and/or Playing
- Wide Area Progressive Jackpots
- Management Overrides
- Incident Reports – Non-Compliance
- Prize Bank – Change
- Gaming Machine Configuration Change

Regulatory Submissions

- Gaming Machine Memory Cleared
- Removal of Progressive Awards
- Rescinding Offer of Employment Requiring Registration
- Employees with Gaming Registrations
- Suppliers
- Gaming Machine Upgrades
- Progressive Gaming Machines Removed
- Gaming Systems Installed
- Plan for Implementing Standards
- Operator Controlled Activities
- Approval of Rules of Play

Incident Action & Report Forms

Each stakeholder has access to reports appropriate for their function. The three report types are:

Casino Operator

- Can view all incidents/filings submitted by their staff

AGCO Casino Manager

- Can view all incidents/filings submitted by their assigned casinos

Managing SMEs

- Can view all incidents across the Province of Ontario

Discover Autocene

Autocene Enterprise Automation Platform give customers the flexibility of a **Code-Free** Application Development Platform, combined with the power of an Intelligent Process Automation solution. It gives enterprises the ability to rapidly deploy fully configurable **Autocene “Workcenes”** that are capable of automating even the most complicated business processes.

Autocene Workcenes improve productivity by automating both high value, mission critical processes and eliminating time consuming repetitive tasks. **Autocene** makes both Attended, Semi-Attended & Unattended automations easy, freeing end users and adding value to your organization’s critical processes & bottom line. All with no developers needed!

Autocene Passport bidirectionally integrates data with any of your existing Enterprise applications & databases (On-Premise or Cloud Hosted). Data can seamlessly travel to and from multiple disparate systems and/or **Autocene Workcenes**, monitoring databases and automating integrations, centralizing data for end users & eliminating time-consuming manual data entry.