



Performance Solutions

Optimising your
success together.

Available in Victoria, New South Wales and Queensland



Outstanding products, unique services and dedicated to your success.

MAX takes a whole-of-venue specialist approach to transforming your gaming club or hotel, to help drive long-term performance.

We are uniquely positioned to provide the most comprehensive suite of end-to-end products and solutions that enable our customers to operate and achieve success effectively, efficiently and sustainably.

Flexibility and Choice

We understand that there are no one-size-fits-all solutions for customers. We have listened to the wider industry and taken clear steps to ensure we provide a range of business options for venues to consider, which are designed to meet their individual needs.

MAX now offers more flexibility and choice than ever before, offering a selection of core gaming services and solutions, plus the opportunity for customers to hand-pick optional extras to help drive performance and profitability.

Our Core Focus:



Dedicated Account Management

Single point of contact for your venue, who knows and understands your business.



Analysis and Insights

In depth reporting and analysis of your gaming venue.



Market Leading Project

Ongoing investment in product for your gaming floor.



Performance Guarantee

Swap out of under performing gaming product.



Product Installation

End-to-end management of the product installation process.

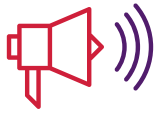
(NSW and VIC only)



Strategic Gaming Plans

Unbiased assessment of the best machines to suit your business.

Our flexible options include:



Bespoke Marketing

Customer-led and insight-driven approach to marketing.



Integrated Loyalty Solutions

Defined loyalty program to attract, retain and engage members.



Direct Marketing Tools

Multi-channel communications engine to drive customer behaviour.



Customer Engagement

Provision of ongoing programs to measure customer experience.



Renovation and Refurbishment

Venue design expertise to increase appeal to new and existing customers.



Maintenance and Prevention

Specialist Technical Services team to help optimise product operation.

(NSW and VIC only)



Your Questions Answered

When will MAX Performance Solutions be available in Queensland?

In late November 2019, MAX Performance Solutions was granted status as an Authorised Financier under the Queensland gaming law and is now currently in market with our range of venue solutions.

How much does MAX Performance Solutions cost?

The cost of our Performance Solutions offer is calculated on a fee per machine per day, however every venue is different, so every solution is unique. Depending on the requirements of your venue, which may include gaming machines, capital investment and refurbishment, the cost will vary.

Does MAX Performance Solutions take over ownership of a gaming club or hotel's entitlements?

Not at all. The entitlements remain the asset of the venue. MAX purchase the venue's existing gaming machines and games (ancillary hardware, systems, etc.). All improvements, entitlements and licenses remain with your venue.

Is the MAX Performance Solutions model flexible when dealing with each venue?

Yes – we're all about you. Our flexible packages are tailored to suit the individual requirements of each venue.

Do you have a preferred electronic gaming machine supplier?

MAX is one of the largest buyers of electronic gaming machines in Australia, so we have strong relationships with a diverse, competitive range of suppliers. Our experts offer an unbiased assessment of the best

machines to suit your venue and business objectives, and we supply and maintain those machines with only your venue's needs in mind.

Is MAX Performance Solutions only for under-performing venues?

No – we provide additional capability and scale for your business, big or small. Capital funding may be used in venue refurbishment, upgrading your gaming floor, marketing and promotional support or interior design.

Does MAX Performance Solutions take over the day-to-day operations of a gaming club or hotel?

No – our approach is consultative. While we work closely with the venue management team, all final decisions belong to the venue. As a MAX Performance Solutions customer, you will benefit from advice, insights and knowledge to help your business grow and gain optimal results from your floor, but you call the shots.

Is MAX Performance Solutions only focused on gaming?

No – we offer an end-to-end solution for your venue to ensure your customers are treated to a first class experience every time they visit.

Is there an ongoing relationship between the gaming club or hotel and MAX Performance Solutions?

Yes – over the term of the contract, a dedicated Business Partnership Manager will work closely with you and the management team, ensuring all business strategies are implemented and executed to optimise your success.

> Interested?

Contact us today to learn how MAX can help optimise your success

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🌐 www.max.com.au

🌐 [/maxcomau](https://www.linkedin.com/company/maxcomau)

Tabcorp | **MAX**

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