

GAMING & RETAIL DIGITAL TRANSFORMATION

A Modernization Success Story Powered by IOSecure

CLIENT OVERVIEW

Industry:	Retail & Gaming
Footprint:	30+ Locations
Scale:	20,000+ Retail Gaming Terminals
Digital Footprint:	High-volume online gaming services
Annual Revenue:	~\$3 Billion



THE CHALLENGE

To remain competitive in a rapidly evolving gaming market, the organization needed to modernize its technology environment from the ground up.

KEY ISSUES

- Legacy **distributed infrastructure** unable to support next-generation gaming applications
- Customer demand shifting toward **high-performance online gaming**
- Operating model split across **five separate technology teams**, limiting agility
- Rising costs, complex support structures, and increased outage risk
- No cohesive platform for cross-selling, unified customer journeys, or digital innovation

A centralized, secure, cloud-managed technology platform, and a unified IT organization, was required to take the client into the future.

THE MISSION

IOSecure, a leading-edge technology, management consulting, and integration firm, was selected to guide and deliver the modernization initiative end-to-end.



IOSECURE'S MODERNIZATION APPROACH



A large Canadian retail and gaming provider with extensive operations across the country was grappling with outdated legacy systems that hindered support for advanced online gaming demands, fragmented IT teams that slowed decision-making, escalating operational costs, and a lack of unified platforms for seamless customer experiences and innovation.

First Steps: Strategic Consulting & Technology Advisory

IOSecure was engaged to conduct a comprehensive assessment of the client's distributed infrastructure, operational workflows, technology performance, and the structure of its five separate IT teams. Through detailed audits and stakeholder consultations, IOSecure identified legacy constraints, siloed processes, governance gaps, and inefficiencies that were elevating risks and stifling agility. Drawing on these findings, IOSecure crafted a tailored modernization roadmap focused on centralization, security enhancements, and a unified operating model aligned with the client's business goals for sustainable growth and competitive edge in the gaming sector.

Implementation: Digital Transformation & Platform Modernization

IOSecure applied proven methodologies to integrate the disparate IT teams under a single governance framework with standardized processes and delivery standards, fostering collaboration and accountability. Legacy systems across all locations were consolidated into a secure, cloud-managed environment, replacing fragmented setups with scalable architecture designed for high availability and rapid updates. This foundation enabled optimized performance for retail and online gaming, reduced complexity, and positioned the organization for cross-selling opportunities and future digital innovations.

Tracking Client Results

The outcome was a resilient, agile IT ecosystem with centralized control that enhanced service reliability, minimized downtime risks, and streamlined operations to better support business expansion. By aligning technology with strategic objectives, IOSecure empowered the client to deliver superior customer experiences, drive efficiency, and position IT as a key driver for innovation, cost management, and long-term adaptability in a dynamic market.



MEASURED RESULTS



OPERATIONAL EFFICIENCY

- IOSecure led a strategic consulting engagement to align and integrate five siloed technology teams
- Designed a single, unified IT operating model with shared processes, governance, and delivery frameworks



PERFORMANCE, RESILIENCE & PRODUCTIVITY

- Designed and delivered the centralization of all legacy systems into a next-generation, cloud-managed, secure environment
- Replaced fragmented on-site technology with a scalable and standardized centralized platform
- Ensured readiness for modern online gaming applications and future innovation



COST REDUCTIONS

- Dramatically improved platform performance for both retail and online gaming environments
- Reduced operational complexity and total cost of ownership



LONG-TERM PREDICTABILITY & CONTROL

- Introduced secure, resilient architecture enabling continuous uptime and high availability
- Reduced risk of outage and improved service consistency across all 30+ locations
- Enabled centralized visibility, control, and rapid deployment of updates

- > **Improved agility, accountability, and speed-to-execution** across the organization
- > 30+ sites centralized onto a **single enterprise platform**
- > **Delivered faster, smoother customer experiences** that increased satisfaction and engagement
- > Achieved **availability to >99.99%** across critical systems

- > **~40 – 50% reduction** in infrastructure management overhead
- > **~35% reduction** in system provisioning and deployment time
- > **~45% faster** incident resolution through centralized visibility
- > Technology supported **50% revenue growth**



STRATEGIZE + SIMPLIFY + OPTIMIZE =
TECHNOLOGY EMPOWERING PEOPLE, DRIVING INNOVATION

We work with clients to build a clear strategy, scope just the hardware and software required and optimize the technology so your IT stack delivers dependable and secure business results.

604 945 6324 contact@iosecure.com