

Case Study
Player Reconciliation for Online Gaming

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About the Client:

A leading gaming company, based out of Europe client pride themselves on game development, delivery and a product suite of over a hundred games including bingo, classic and video slots, table games, scratch cards and network jackpots. Client is a market leader in this space, providing stand alone and integrated gaming technologies and services.

Challenge:

- Client has four different network with total players exceeding 4.5 million. All the 4 network used had disparate data source, client wanted to consolidate the data in one database.
- Reconcile the balances of a players from various places (Summary tables, Transaction tables, Reports etc)

BizAcuity:

Based on the our vast experience in Online Gaming Industry and our capabilities with data management we helped with the architecture of the new database which will integrate the data from all the disparate data sources.

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Approach:

- Calculate the opening balance of all players (From transaction table)
- Calculate the Total Transaction Amount that is credited in each Player's account (Purchases, Win etc)
- Calculate the Total Transaction Amount that is debited from each Player's Account (Bets, Redemptions etc)
- Calculate the Closing balance of all players (From Transaction table)
- Then reconcile the process with the below formula

$$\text{Opening Balance of the year} + (\text{Transaction Amt(Credit)} - \text{Transaction Amt(Debit)}) - \text{Closing Balance of the year} = 0$$

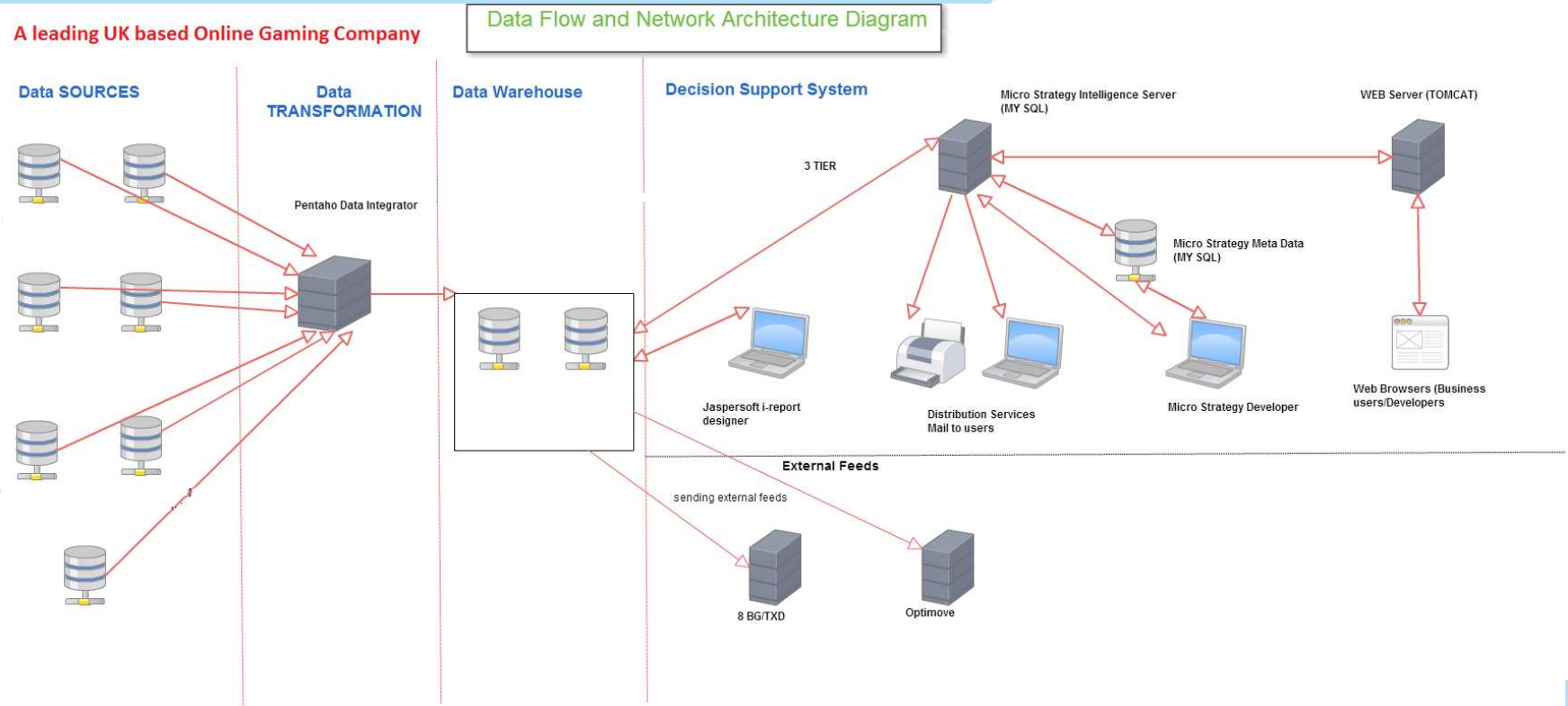
- If there are any discrepancies in the above formula, then try to find the mismatches at each player level.
- At player level it is easy to identify the root cause of the mismatch and then take the necessary actions.

Outcome:

- Client came to know about some bugs in their source system, which was then fixed. Now client has a holistic view of their entire business at one place. Also they used this data in their CRM software to provide better insights.
- The reconcile process is flexible enough to choose date range as filter.

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Contact us for the detailed solution @ sales@bizacuity.com

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