



Protection of the online player

Overview & evaluation of the web services solution

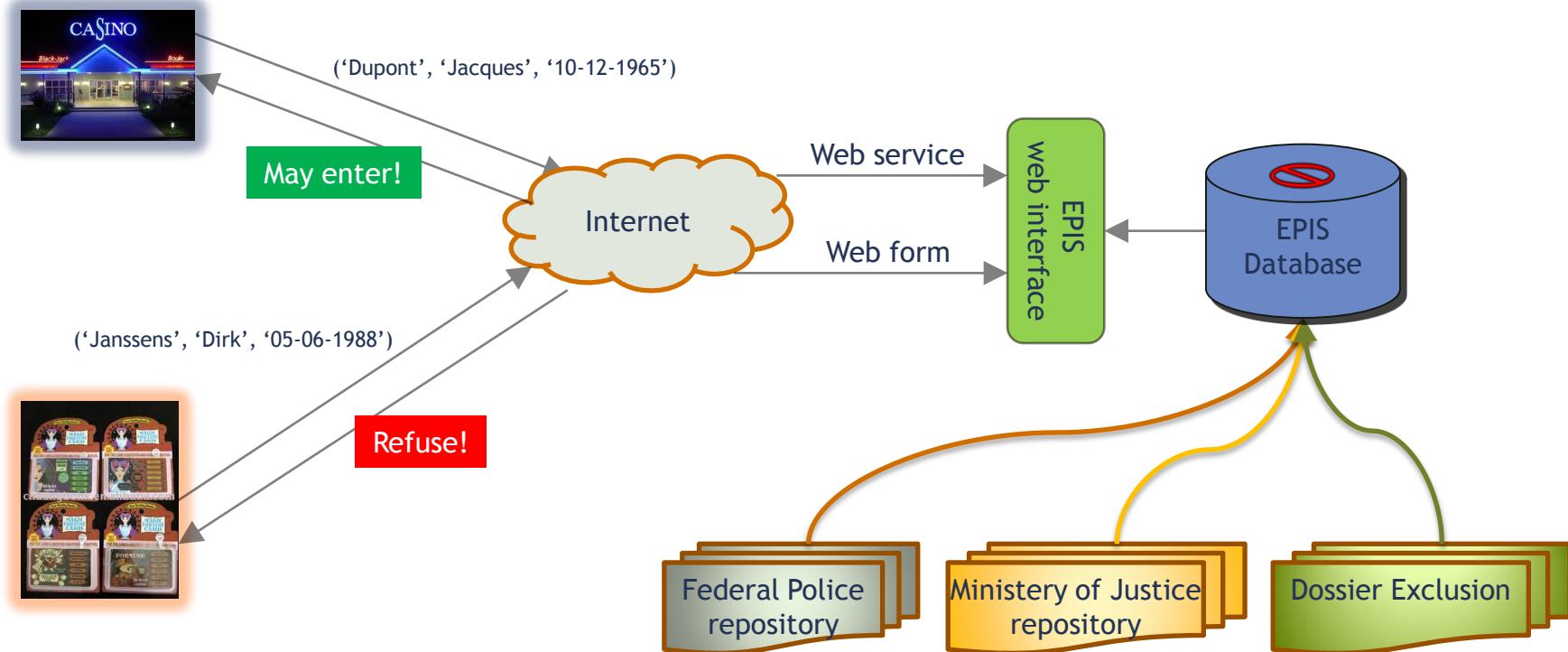
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Agenda

- What is EPIS?
- Initial implementation and evolution
- Lessons learned
- Future developments
- Go for Europe

Focus on player protection

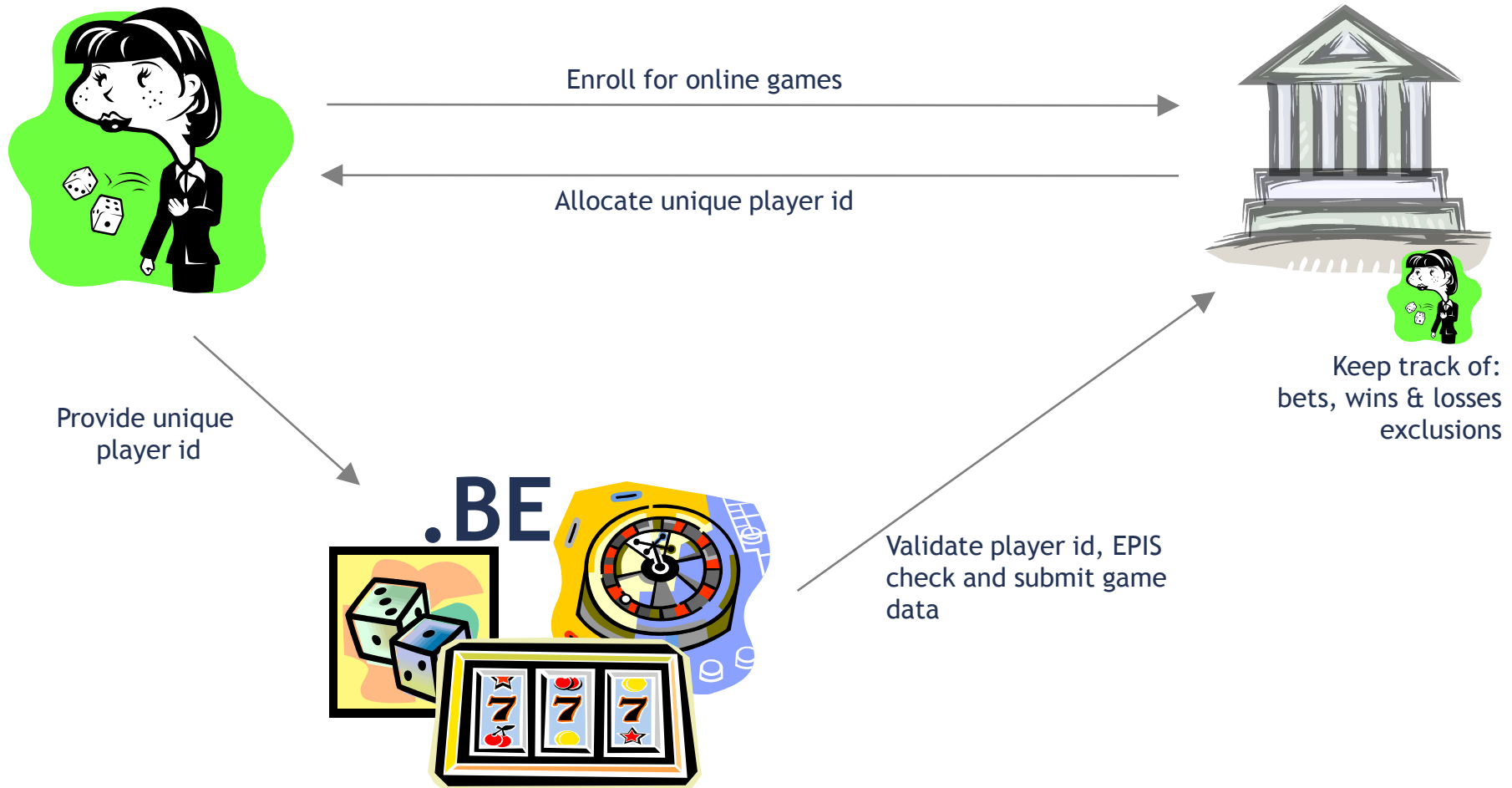
EPIS - Excluded Person Information System



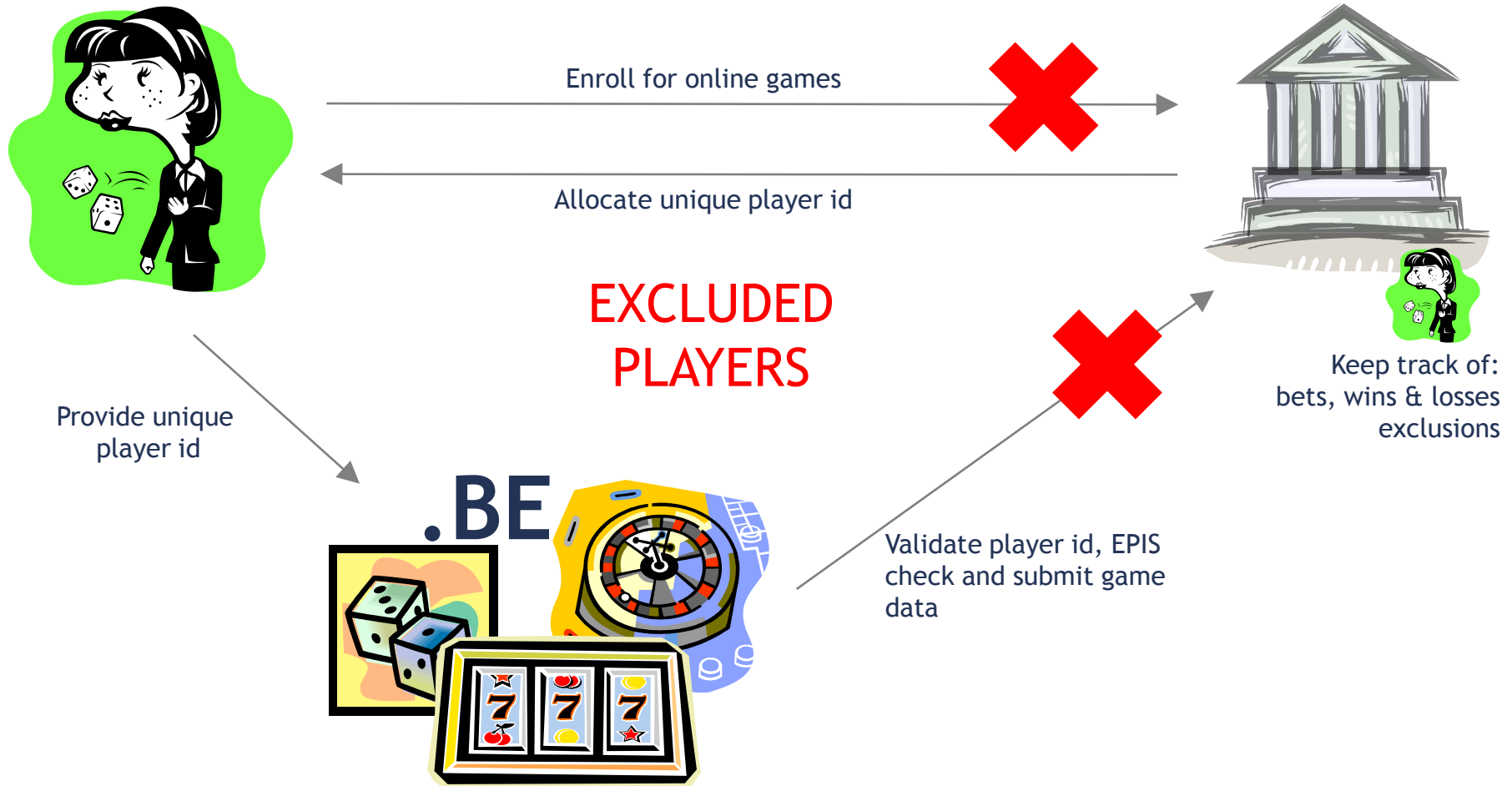
The web context - Ground rules

- EPIS check must still apply
 - Excluded persons are not allowed to play online
- A maximal hourly loss per player must be enforced
 - Control of the bets, losses and wins per player
- Keeping track of played games for statistics
 - Bets, losses, wins
 - Played time
- Only licensed .be sites
- Fully automated, only web services

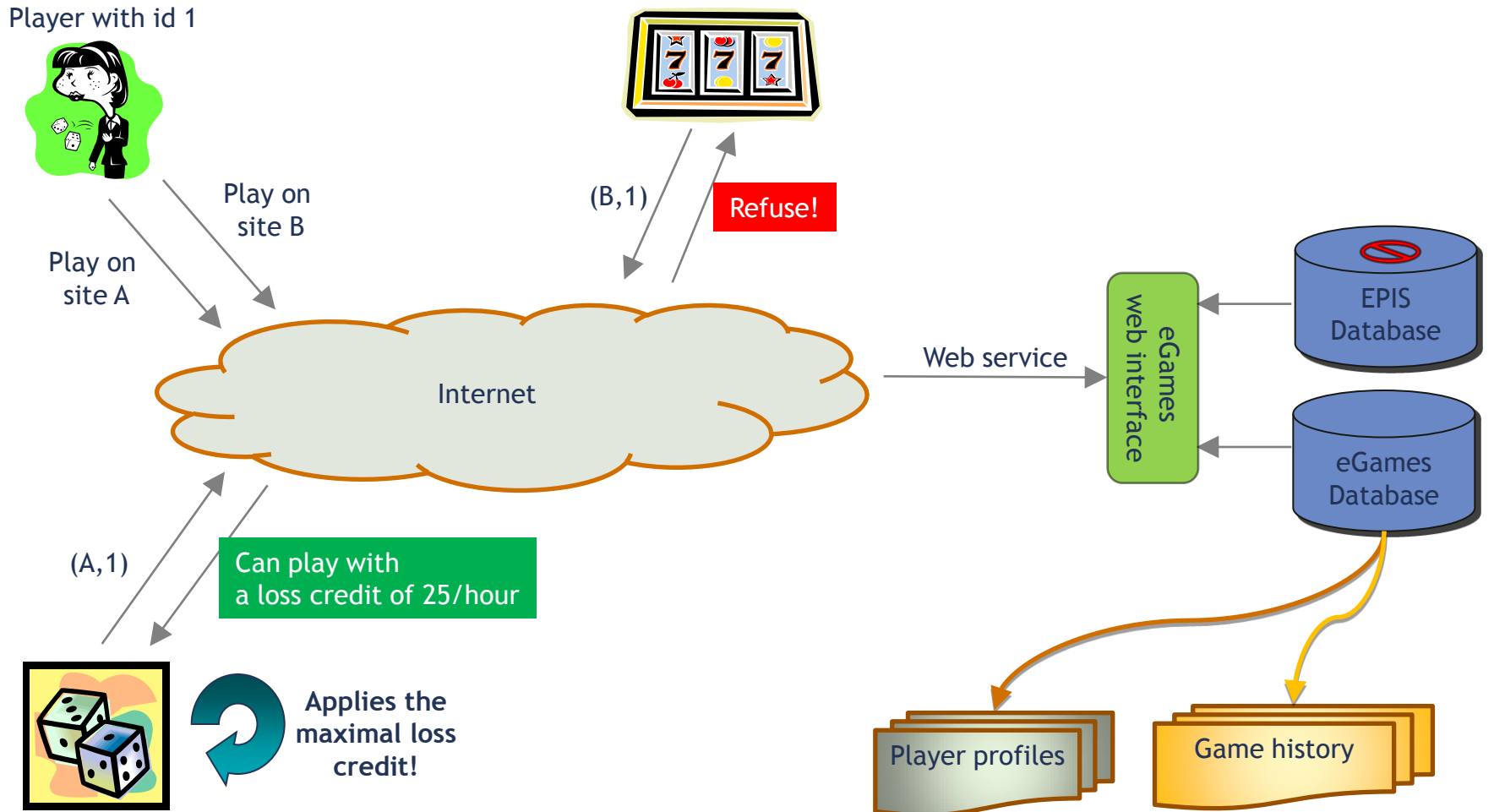
The web context - General concepts



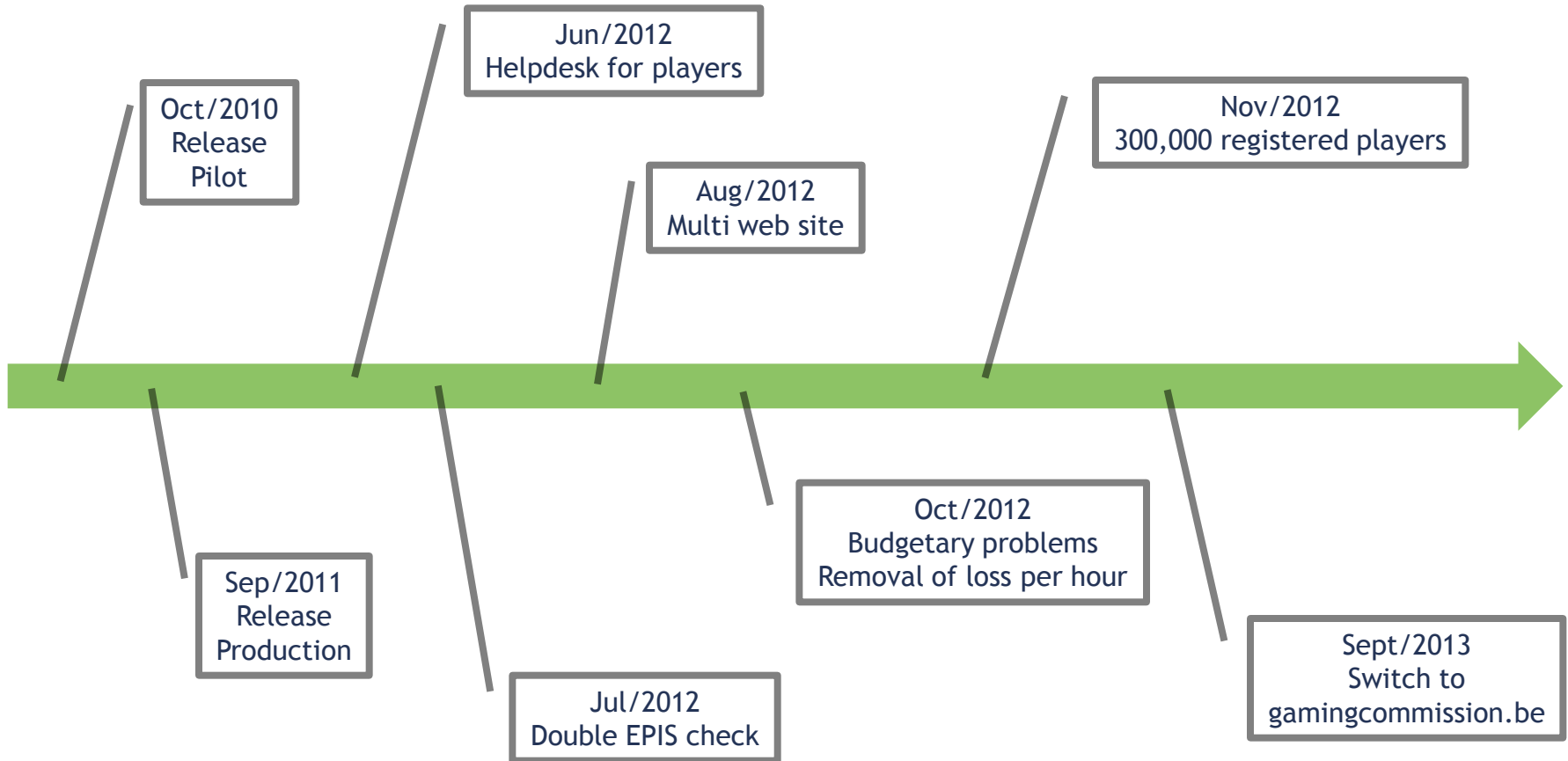
The web context - General concepts



Initial implemented solution

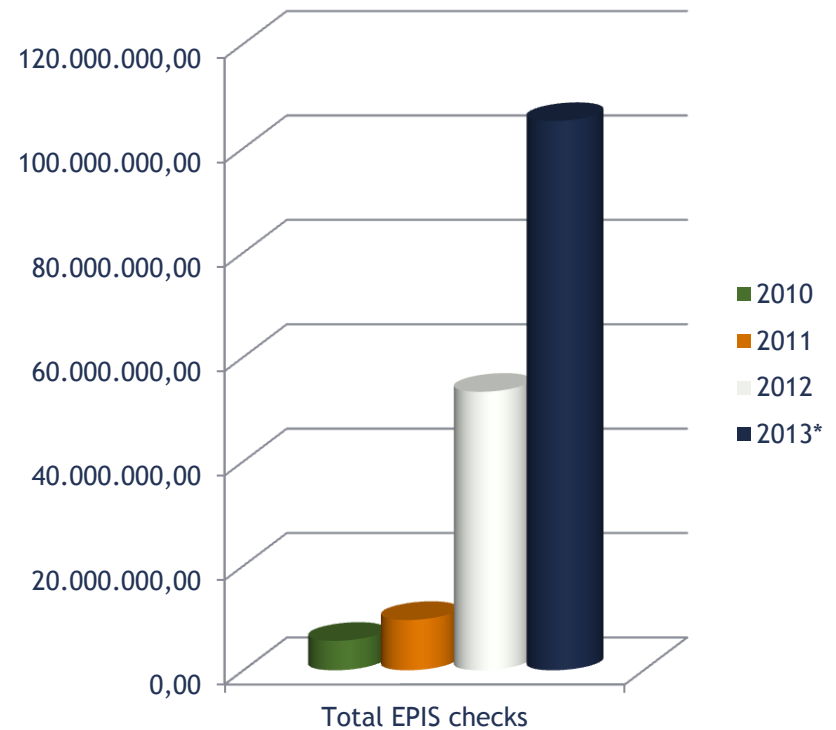


Time line and key moments



Lessons learned

- The online activity generates a lot of data
 - Registered EPIS checks
 - Online + Offline
 - Impact on performance of the web services
 - Impact on internal applications
- Efficient archiving is needed
 - Guarantee good performance
 - Statistics and monitoring



Lessons learned

- Concurrent web sites can “lock-in” a player
 - Frustration for the player
 - Extra administration for Gaming Commission
- Avoid solutions that allow this situation
 - Deposit based systems
 - Post analysis VS real time analysis
 - ...
- Key moments
 - Aug/2012: Multi web site

Lessons learned

- Identity of the player is crucial
 - EPIS control
 - Loss per hour
- No optimal validation of the identity
 - Abuse exists (double accounts, invalid accounts...)
 - For example: player with > 300 accounts
- Integration with National Registry is needed
 - Difficult to obtain access
 - Impact on the registration process
 - No solution for foreign players
- Key moments
 - Jul/2012: Double EPIS check

Lessons learned

- Impact on Gaming Commission
 - More support to operators
 - More support to players
 - Need tools for monitoring and control
- Player support
 - Avoid complex systems with steep learning curves
- Key moments
 - Jun/2012: Helpdesk for players

Lessons learned

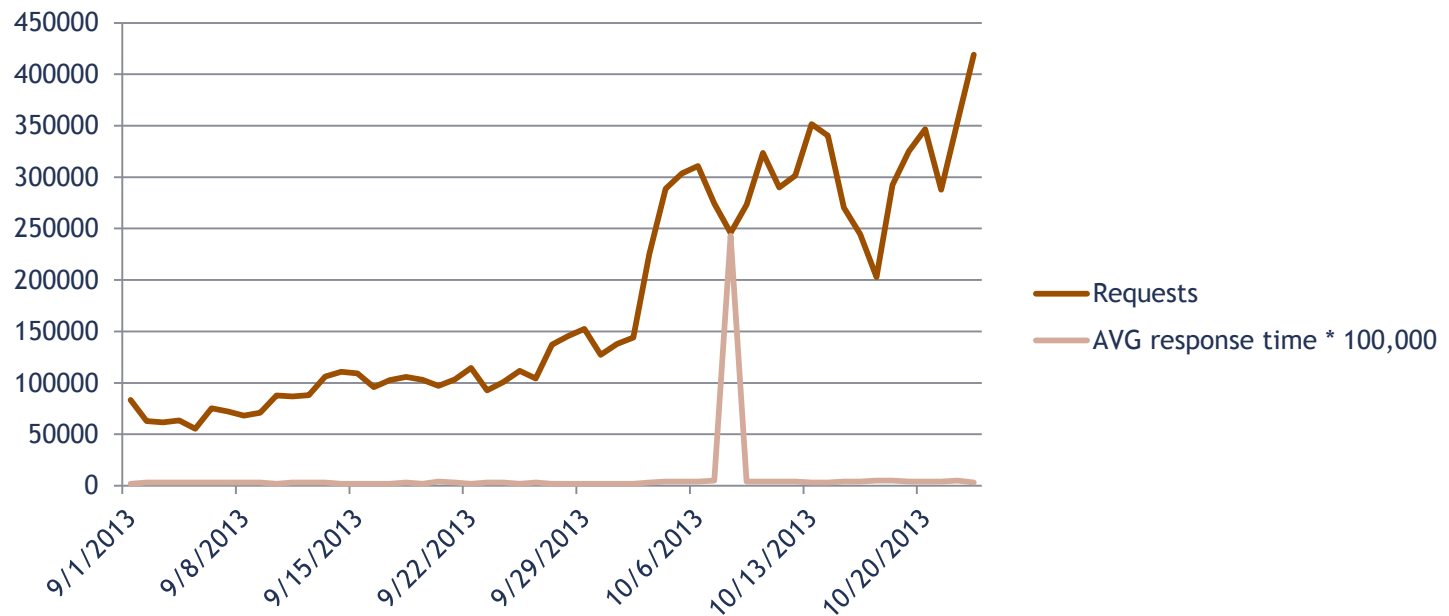
- Optimization of the solution is needed for mixed-licensed web sites
 - For example: A+ and F1+
 - Single wallet system

Some numbers

- Web Services: statistics for 1 day (22/10/2013)
 - Total number of requests (online + offline): 353,665
 - Average response time: 0,05 s

Some numbers

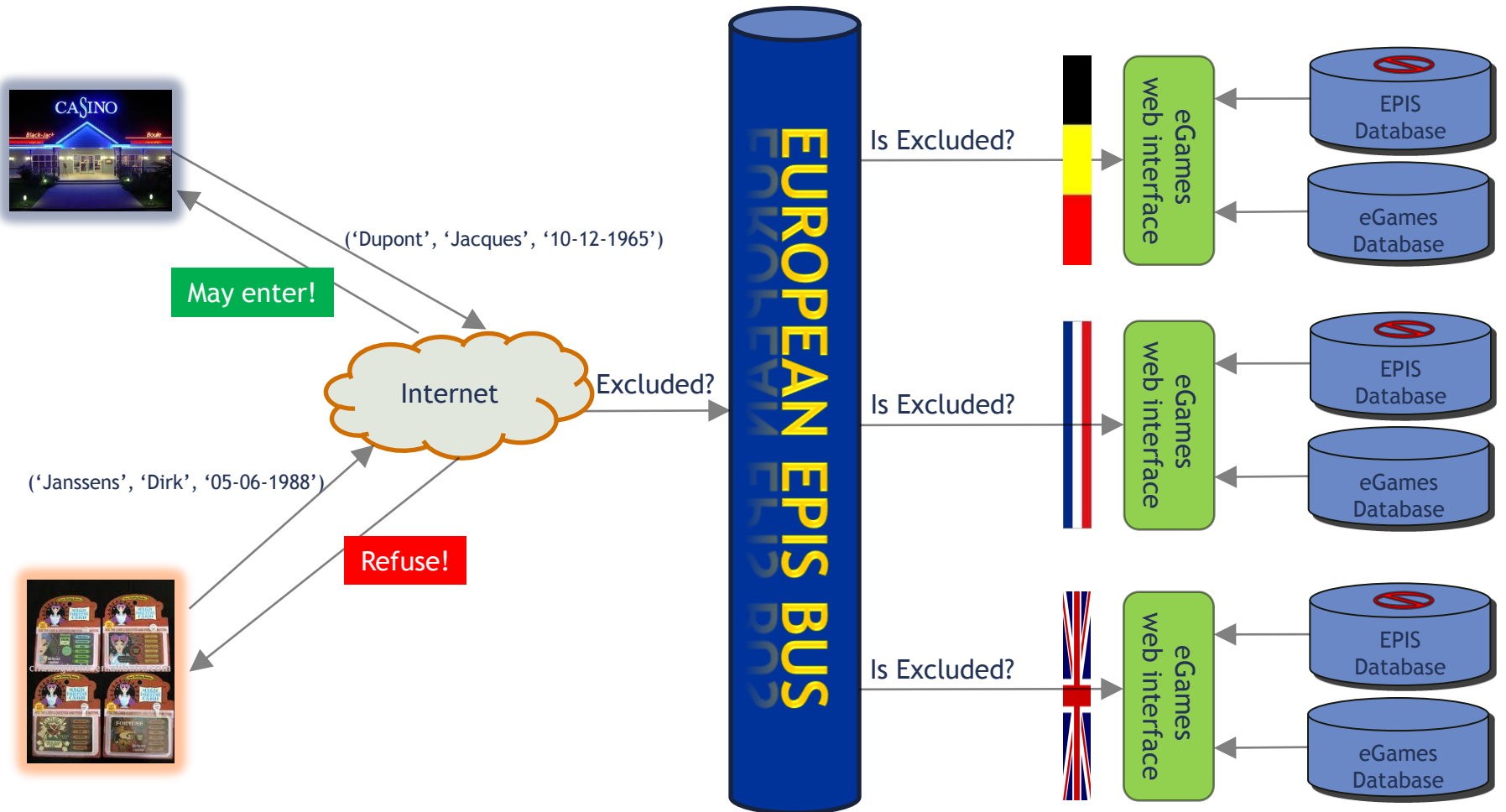
- Web Services: evolution requests per day
 - Online + Offline
 - On new environment



Future developments

- Web Services
 - Q4 2013
 - Integration with the National Registry
 - Clean up of existing database of registered players
 - Redesign player registration
 - Registration of player sessions
 - Statistics
 - Monitoring
 - Q1 2014 (?)
 - (Re)Introduction of a loss per hour control
 - Focus on players and operators feedback

Protecting the players in the European market



Conclusion

- When thinking about player protection, IT can help
- Existing implementation in Belgium is a good starting point
- Rollout across Europe is necessary

Thank You!

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