



Success360 |  Maintenance and
Technical Support

Keep your business operating at its peak

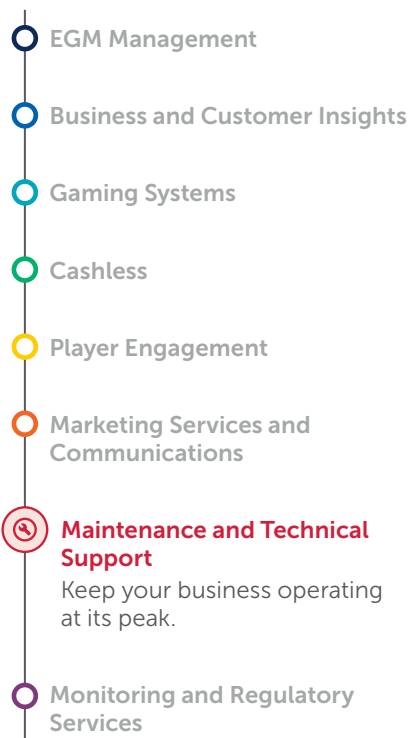
A national network ensuring your venue and systems remain
up and running.



Success360

Success360 is our unified approach to better business. It's how MAX helps Australia's pubs and clubs achieve success every day.

Our solutions strengthen your gaming operations and deliver value to every part of your business. We've got everything you need, all in the one place.



Your trusted service partner

MAX is the only name to think of when you need fully managed, end-to-end technical support services across the hospitality and gaming industries.

We are logistics and repair specialists, providing a premium level of support – from our ISO standard help desk, through to in-venue technical service solutions.

Our expertise and commitment to our customers and their venues cannot be matched.

MAX's complete in-venue services include:

- Electronic gaming machine installations and moves
- Resetting and upgrading systems
- Replacing parts and undertaking preventative maintenance measures
- Servicing and repair services on wagering and lottery equipment
- Expert support across other ancillary venue equipment, including POS hardware, CRTs, ATMs and kiosks.

Dedicated Partnership Manager

Let our team work with you to understand your requirements before providing you with a complete technical support solution.

Your Partnership Manager will ensure a smooth transition from planning to delivery, continuously reviewing Service Level Agreements (SLAs), including reporting, performance and risk – specific to your needs.

Leaders in technical support

Our operation is backed by a national network of support services, help desks, repair centres and warehouses that enable our team to keep your venue performing at its peak.



Help Desk:

Our 24x7 help desk is staffed by experienced and technically proficient operators that monitor and manage every supply, installation or service call from inception to completion.



Field Technicians:

Using a tiered knowledge and skill-level approach, we can quickly and efficiently allocate specific field service requests based on technician capability and skills.



Workshops:

Our workshop facilities, located in every state of Australia, repair more than 3,000 parts per week. We use a range of leading technical processes that allow for even greater fault-finding ability.



Logistics:

In conjunction with our key global freight partners, we use state-of-the-art logistics systems capable of managing and tracking hundreds of bar-coded part transactions and movements each day.



Local expertise you can count on

Our industry-trained, licensed service professionals are based local to your venue, meaning we can get the right person to the right job quickly and easily.



Significant reach across 85% of all electronic gaming machines nationally.



Relationships with over 3,500 venues across the country.



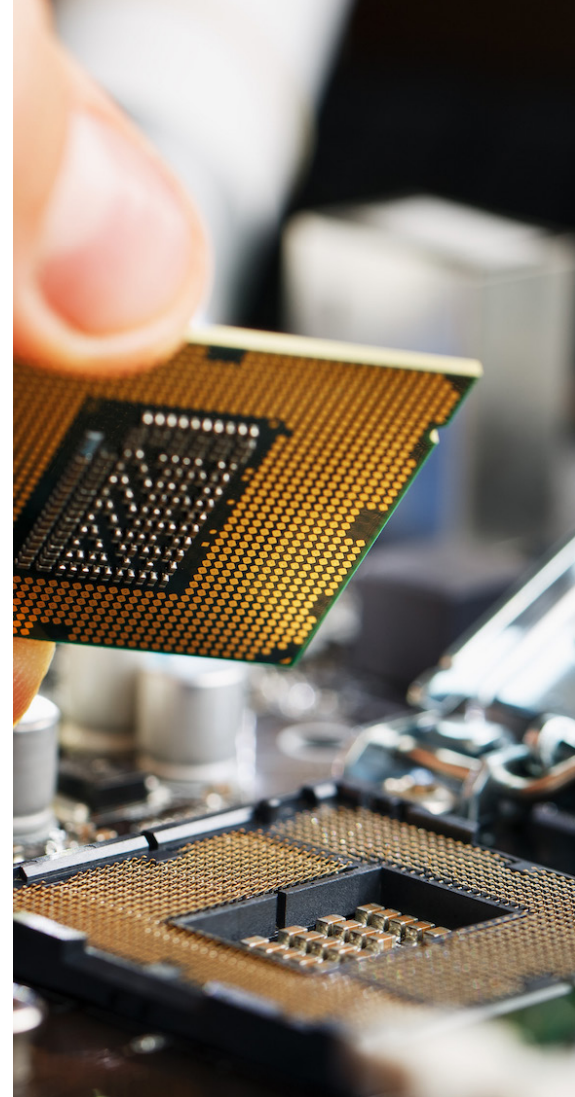
A national workforce of over 600 technical experts.



Completing more than 350,000 field service callouts each year.



Utilising a range of market-leading gaming technology systems.



> Contact our team today:

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Tabcorp | **MAX**

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