

▶ **win big with fast, efficient financial management and insight**

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- Judy Hartley, Controller, Tulalip Gaming Organization



“I think implementation went really well. Anything that we brought up was resolved instantaneously.”

Judy Hartley, Controller, Tulalip Gaming Organization

► enable government compliance through greater transparency.

Business Issues

With three lively gaming facilities and plans to expand, Tulalip Gaming Organization is a growing enterprise in an industry that never sleeps. Because the organization runs an array of businesses, including four restaurants and a gift shop, as well as multiple games, like slots, roulette, and bingo, there is an enormous amount of financial data to track and analyze 24x7. To gain fast insight into their numbers, streamline financial reporting, and make better business decisions, Tulalip Gaming Organization implemented SSA Financial Reporting from Infinium Software, a key part of the SSA Corporate Performance Management solution.

The Company

Tulalip Gaming Organization (Tulalip) is owned by Tulalip Tribes, a federally recognized group of Native American Indian tribes located on the Tulalip Reservation in the mid-Puget Sound area of Washington State. The casinos are one of the many business enterprises earning revenue to support the tribal services on the reservation. The Tulalip Bingo opened in 1983, followed by the Tulalip Casino (table games only) in 1992. In 2000, slots were added to the gaming floor. The Tulalip Casino moved to its new location in June 2003. With more than 227,000 square feet, 2,000 state-of-the-art slot machines, and 62 table games, the new Tulalip Casino entertains thousands of customers weekly. Most recently, the Tulalip Tribes opened the Quil Ceda Creek Casino, an

company	Tulalip Gaming Organization
solution	SSA® Corporate Performance Management
product	SSA Financial Reporting
platform.....	IBM® iSeries™
industry	Hospitality and Gaming
number of employees	1500
country	USA

alternative for players who want a medium-sized casino that's small enough so they can recognize friends yet big enough to provide the best features of a large casino. Further plans for growth include a full-service hotel that will be connected to the Tulalip Casino.

What's Critical?

The gaming business can be very lucrative. Judy Hartley, Tulalip controller, explains: “The gaming industry is very competitive and getting more so. More casinos are opening around us all the time, so the more information we have about our business, and the faster we get it, the better.”

Unhappy with its original choice of solution provider, managers and department heads were weighed down in paper financial reports that took days to produce and distribute. To remain consistently competitive, they needed to consolidate data from their business operations into a single chart of accounts, achieving real-time financial visibility.

In addition, Tulalip has to comply with state and federal regulations, while also answering to the Tribal Gaming Agency, an arm of the tribe that monitors the casinos. Members of the agency have been trained on SSA Financial Reporting, and access the information they need, when they need it. Hartley says: “SSA Financial Reporting enables compliance through greater transparency. It allows the Tribal Gaming Agency to get results independent of us, which gives it a little more validity for them.”

Finding the Right Solution

Before choosing SSA Financial Reporting, Tulalip considered the products and strategic direction of several other providers, including Microsoft® Great Plains® and Oracle® PeopleSoft®. But Tulalip leaders believed that those solutions lacked the reputation in the gaming industry that Infinium Software, a wholly owned subsidiary of SSA Global, has as the leading provider of hospitality-specific solutions.

“We were looking for a system that was more in the realm of reporting for

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Judy Hartley, Controller, Tulalip Gaming Organization

► get insight into financial drivers for strategic business decisions

gaming,” Hartley continues. “We were getting the word that Infinium was used by the majority of casinos on the Las Vegas strip. We heard that their software was highly conducive to gaming reporting, was very user-friendly, and that the support was extremely good.”

With plans for the addition of a new hotel, Hartley says it was crucial to find a solution that easily integrates with other hospitality systems. “Regardless of what hotel system we choose, we have full faith that it will interface with SSA Financial Reporting,” she says. “It’s open to anything, not just the addition of the hotel. Adding more departments, companies, and divisions into the system is also very easy.”

Implementing Fast

Once Tulalip made its decision, the Infinium team moved quickly. Within three months, SSA Financial Reporting was installed and running. “For all points and purposes, I think implementation went really well,” Hartley says. “Whenever we had to adjust something, Infinium was very accommodating.”

That support has continued, she adds. “We have the help desk at Infinium and our consultant has continued to offer guidance. It’s nice to know he’s just a phone call away.”

Making it Pay

SSA Financial Reporting provides Tulalip decision-makers with critical information faster, so they can make sound staffing, capital expenditure, and other strategic business decisions faster. “SSA Financial Reporting is allowing our directors to get into a more proactive stance, not reactive,” Hartley says. “In the past, our financials came out in paper form and directors and managers were getting their numbers when we closed the books, and in the worst case scenario, that was 30 days out. Now that our information is online, managers can review it as the month progresses, and we’re closing the books in half the time. And the system allows us to send it through PDF, so our reports look much nicer compared to what we had with our old system.

“A big advantage is that the majority of our distribution of monthly financial reports is done electronically,” she continues. “With the old system, there was a big chunk of time that was involved. Now, those who are in-house have that information online. In the past we used two boxes of paper — 10 reams every month — for the distribution of financials. That process itself — getting the packages together and in the right order and getting them distributed out — was at least another half a day.”

Forward Faster™ — Into the Future

Going forward, Tulalip will be implementing the Cashbook and Accounts Receivable modules of SSA Infinium Financials, and SSA Infinium Daily Analysis (The Daily), an integrated operations analysis and reporting solution built specifically for the hospitality industry. The Daily consolidates data from disparate systems, like Tulalip’s gift shop and food and beverage systems, into a single source data mart providing a total picture of business performance on a daily basis. This will give the casinos more insight into trends so smarter decisions regarding staffing and other planning issues can be made.

About Infinium Software

Infinium Software is a wholly owned subsidiary of SSA Global, a leading provider of extended enterprise resource planning (ERP) solutions worldwide. For over 20 years, Infinium has been providing the hospitality and gaming industries with reliable and comprehensive financial management, human capital management and corporate performance management solutions. Infinium for Hospitality is the only major ERP vendor offering applications specifically focused on meeting the needs of the hospitality industry.



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