



## Activi Technology Services (Activi) – Successful national rollout of nearly 8 000 Lotto terminals

In 2006, the National Lottery Board awarded Gidani a seven year tender to manage the running of South Africa's national Lottery. In December 2006, Gidani appointed Activi to assist it with the rollout and initial maintenance of new Lotto machines across South Africa.



### Case study

**Activi's** primary responsibilities included:

- the transportation of Lotto terminals, from the regional offices to merchant;
- the installation and commissioning of Lotto's terminal;
- the assembly and placement of Lotto's stand and merchandise;
- terminal testing and installation sign-off
- initial operational and field support; and
- phase 2 handover to Gidani's maintenance teams.

**Activi** executed the rollout in five phases:

#### Pre-rollout

- design of the rollout "system" – procedures and technology;
- acquire "equipment" required for rollout;
- recruit and train rollout teams; and
- route and logistics planning.

#### Rollout

- logistics – configure Lotto terminals and distribute to technical teams;
- install terminals on national basis;
- install shop fitting and issue consumables; and
- test the terminal and sign-off.

#### Support and handover

- ongoing onsite operational support;
- scale down rollout;
- testing of regional and national retail network; and
- final preparation to go live.

#### Operations

- initiate preventative maintenance procedures;
- manage new Lotto installations and cancellations;
- swap Lotto devices;
- initiate terminal refurbishments; and
- manage terminal upgrades or downgrades.

#### Identification, training and handover to Gidani's operating teams

**Activi's** national rollout plan was based on three to five, 40 minute installations, per two man team, per day. From February to April 2007, 102 Activi teams successfully deployed 7 652 new Lotto terminals and related merchandise. During this period 684 tons of electronic equipment was handled and tracked 18 times from manufacturer to retailer.

In addition, **Activi** successfully fielded close to 30 000 onsite field support calls until May 2008, when Gidani's fully trained in-house maintenance teams assumed full operational control over its Lotto terminals and in-store merchandising.