

COVID-19 update

Release date: March 20th, 2020 • Embargo date: (immediate release)

NOVOMATIC adjusts as a team in difficult times

Amidst the new worldwide situation created by the coronavirus pandemic, NOVOMATIC keeps up full operation of all elementary business units to maintain service and support for customers and partners throughout these difficult times.

The pandemic of the respiratory disease COVID-19, which is caused by the coronavirus SARS-CoV-2, has created a unique worldwide situation. Austria, which is where NOVOMATIC headquarters are based, has been one of the first European countries to implement strict measures against the further spread of the virus among the population: the closing of schools and universities, a ban on gatherings of more than five people, a minimum social distance of 1m and restrictions on travel and social interactions to absolute necessities such as food shopping and medical aid.

In order to comply with this official line of action, NOVOMATIC has taken measures at the Austrian headquarters and set up home office working for the majority of staff. Especially the key points of contact for customers and partners like Sales, Technical Support and Spare Parts Divisions and essential administrative departments like HR, Legal, Accounting or Communications departments, to name a few, remain fully operative to guarantee continued customer support and daily business. The health and safety of NOVOMATIC employees, customers and partners as well as their families is a key priority in challenging times like these and is deeply rooted in the company philosophy. It is a core value that has also long been manifested in the corporate slogan “Winning Together”. By adopting these measures, NOVOMATIC adjusts to the new situation, while its teams continue to work together and make every effort possible for the best service and support for customers and partners.

Jens Einhaus, VP of international Sales, Europe & the Americas, says: “This situation is entirely new for everybody, and for our industry as well. Operators, suppliers, manufacturers – the people who are all this, and their families. I would like to assert our customers and partners that we remain fully available for all their requests. Our staff and teams are fully motivated to stick together with our own NOVOMATIC team spirit. Let’s all hope that our industry can soon resume normal operations, our daily lives as we know it and be able to gather again at upcoming industry events without fear of infection. Stay safe – stay healthy!”

NOVOMATIC key customer contacts are available via their usual e-mail and phone contacts as well as the following:

- Sales: sales@novomatic.com
- Spare parts: spareparts@novomatic.com
- Technical Support: support@novomatic.com plus the 24/7 phone hotline +43 2252 606 300

About NOVOMATIC

The NOVOMATIC Group is one of the biggest international producers and operators of gaming technologies and employs around 30,000 staff worldwide. Founded by entrepreneur Professor Johann F. Graf in 1980, the Group has locations in around 50 countries and exports high-tech electronic gaming equipment and solutions to more than 75 countries. The Group operates around 230,000 gaming terminals and video lottery terminals (VLTs) in its some 2,100 plus gaming operations as well as via rental concepts.

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Through its numerous international subsidiaries, the NOVOMATIC Group is fully active in all segments of the gaming industry and thus offers a diversified Omni-channel product portfolio to its partners and clients around the world. This product range includes land based gaming products and services, management systems and cash management, online/mobile and social gaming solutions as well as sports betting solutions together with a range of sophisticated ancillary products and services.

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