

NOVOVISION™ implemented at Solverde Group's Casino Chaves

The renowned Portuguese tourism and leisure group Grupo Solverde has opted for NOVOMATIC's visionary casino management system for its Hotel Casino Chaves: The NOVOVISION™ CMS was rolled out on site with an extensive set of functionalities and successfully went live on June 26.

Gumpoldskirchen/Chaves, 17th July 2025 – In the top North of Portugal, just eight kilometres from the Spanish border lies Solverde's Hotel Casino Chaves, overlooking the nearby city and surrounding hills. The four-star resort welcomes guests with premium accommodation in 78 rooms and suites, a Spa & Wellness Center with indoor and outdoor pools, event and conference infrastructure as well as two restaurants, no less than six bars – and a modern casino.

The Casino Chaves complements the comprehensive leisure offer with premium gaming entertainment across two floors. Ten live tables for American Roulette, Black Jack, Baccarat, Texas Hold'em Poker and the Portuguese Dice Game Banca Francesa as well as 260 EGMs of renowned international brands make the guests' hearts beat faster.

This is where the latest NOVOVISION™ installation introduced its encompassing system functionalities for a modern casino management and administration as well as engaging loyalty dynamics. The NOVOVISION™ system roll-out comprises the varied tool sets of NV *core*, *access*, *pay*, *promo*, *smart*, *tables*, *wallet* and *BI* to facilitate maximum business efficiency and premium customer convenience across the entire gaming floor. The cash handling is based on TITO and access, player tracking and loyalty implemented via NFC card and facial scan verification. Casino guests can register either at the registration desk or on the new NOVOVISION™ SRTs (self-registration terminals) before they pass the NV *access* gates via card identification and facial recognition. All 260 EGMs were retrofitted with player tracking modules in order to map the customer journey in the individual customer profile, and for guests who have concluded their play, the NOVOVISION™ NCM 90 cash terminal serves as a high-capacity cash redemption power station.

In the background, the NOVOVISION™ CMS now runs the entire floor with a powerful tool set for inventory and floor control, accounting and reporting as well as business intelligence and a variety of NV *smart* STAFF applications to notify and inform staff about all kinds of floor events that deserve or require attention. Implementation and go-live took place in the last weeks of June, with detailed training and accompanying technical support during the launch.

José Manuel Xambre, Gaming Director Casino Chaves, says: "For Casino Chaves, NOVOVISION is far more than a new piece of software – it is the operational backbone that elevates every aspect of our business. By unifying 260 EGMs, live tables and all services under one real-time platform, the system gives management an unprecedented 360-degree view of the floor. NOVOVISION delivers the efficiency, transparency and agility required to compete in today's data-driven gaming landscape, positioning Casino Chaves, and the wider Solverde Group, at the forefront of Portuguese hospitality and entertainment industry. The implementation of this project, which is crucial for Casino Chaves



and also for the Solverde Group, was an enriching challenge for our casino operations team, always supported by the fantastic availability and professionalism of the Diverstock and NOVOMATIC teams, tireless in pursuing the objective of implementing the system in a non-disruptive way in daily operations. For that I have to say a huge thank you!"

George Paterakis, Project Manager NBS, says: "This roll-out project at the Casino Chaves was characterized by a meticulous planning policy from start to end which made it very easy for us to rule out any unknown variables and surprises. It was a great pleasure working with the professional teams at Solverde and Diverstock, and to implement a solution that introduces a paradigm shift in terms of operational efficiency and customer service for the casino and its guests."

Marcos Pinto, Managing Director Diverstock, adds: "It's very gratifying to witness the success of NOVOVISION's expansion strategy in Portugal: Four NOVOVISION rollouts with major operators in seven months, in total over 1,500 EGMs and 70 tables, each casino installed in less than a week and with zero seconds of downtime. This was only possible with the extraordinary efforts and engagement of all parties involved. On behalf of the Diverstock team, I would like to thank all involved for the excellent work and support along the entire process. Special thanks to Manuel Silva Carvalho, CEO of Solverde Group, for giving us the opportunity to be part of an ambitious but necessary process of modernising Solverde operations and to José Xambre, Gaming Director at Casino Chaves, for the extraordinary planning and support throughout this installation."

About NOVOMATIC

The NOVOMATIC AG Group is, as a producer and operator, one of the largest gaming technology groups in the world and employs more than 20,000 people. The Group was founded by the industrialist Professor Johann F. Graf in 1980 and has locations in about 45 countries, and exports innovative gaming equipment, system solutions, lottery system solutions, and services to about 130 countries. The Group operates gaming terminals and video lottery terminals (VLTs) in its own more than 1,600 electronic and regular casinos, as well as via rental models.

The NOVOMATIC AG Group is active as a full-service provider in all segments of the gaming industry through its numerous international subsidiaries, offering a comprehensive omni-channel product portfolio for partners and customers worldwide. This ranges from terrestrial gaming products and services, through management systems, cash management solutions, and online, mobile, and social gaming solutions, to lottery and sports betting solutions, as well as a whole host of other first-rate products and services. For more information, please visit www.novomatic.com

For more information please contact:

Andrea Lehner
Senior Product Marketing Manager / NBS
NOVOMATIC AG

Mobile: +43 664 40 66 721
Office: +43 2252 606 626
alehner@novomatic.com