Thinix®

Case Study

'Wynn' Big With Guests

World Renowned Wynn Las Vegas & Encore Las Vegas Upgrade Business Center PCs with Thinix Retrofit™

Wynn and Encore are widely recognized as two of the highest rated independent hotels from around the world. Located in the heart of the famous Las Vegas Strip, these sister resorts offer luxurious accommodations to please all types of guest needs. These resorts feature modern and inviting accommodations, personalized service, and an extensive array of amenities — making guests' stay productive and fun. Award-winning restaurants, exciting entertainment, two award-winning spas, salons, and luxury shopping are just a few of the amenities that garnish the guest experience.

With the notion that more than half of guests read online reviews before booking lodging accommodations, Wynn Resorts strives to exceed guest satisfaction by offering high-demand amenities such as 5-star guest business center within the business services
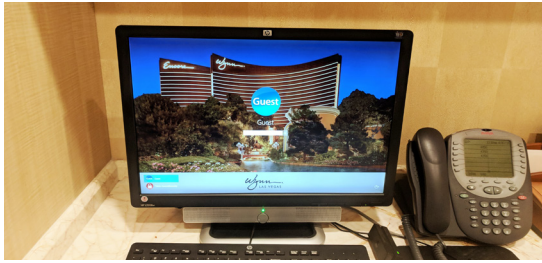
division. In today's hospitality industry, both leisure and business travelers rely on secure devices to stay connected during their stay. As a way to securely adapt to guest needs, the Wynn and Encore wanted to upgrade a fleet of guest-use PCs to be more efficient and secure for users.

Desiring both a cost-effective upgrade and better security, Andrew Wilson, Director of Logistical Services and Clay Nelson, Sup-Systems Admin, teamed up with Thinix to interface 20 PCs with custom branding, guest security features, and an easy to use PC desktop— providing guests with an optimal and secure computing experience.
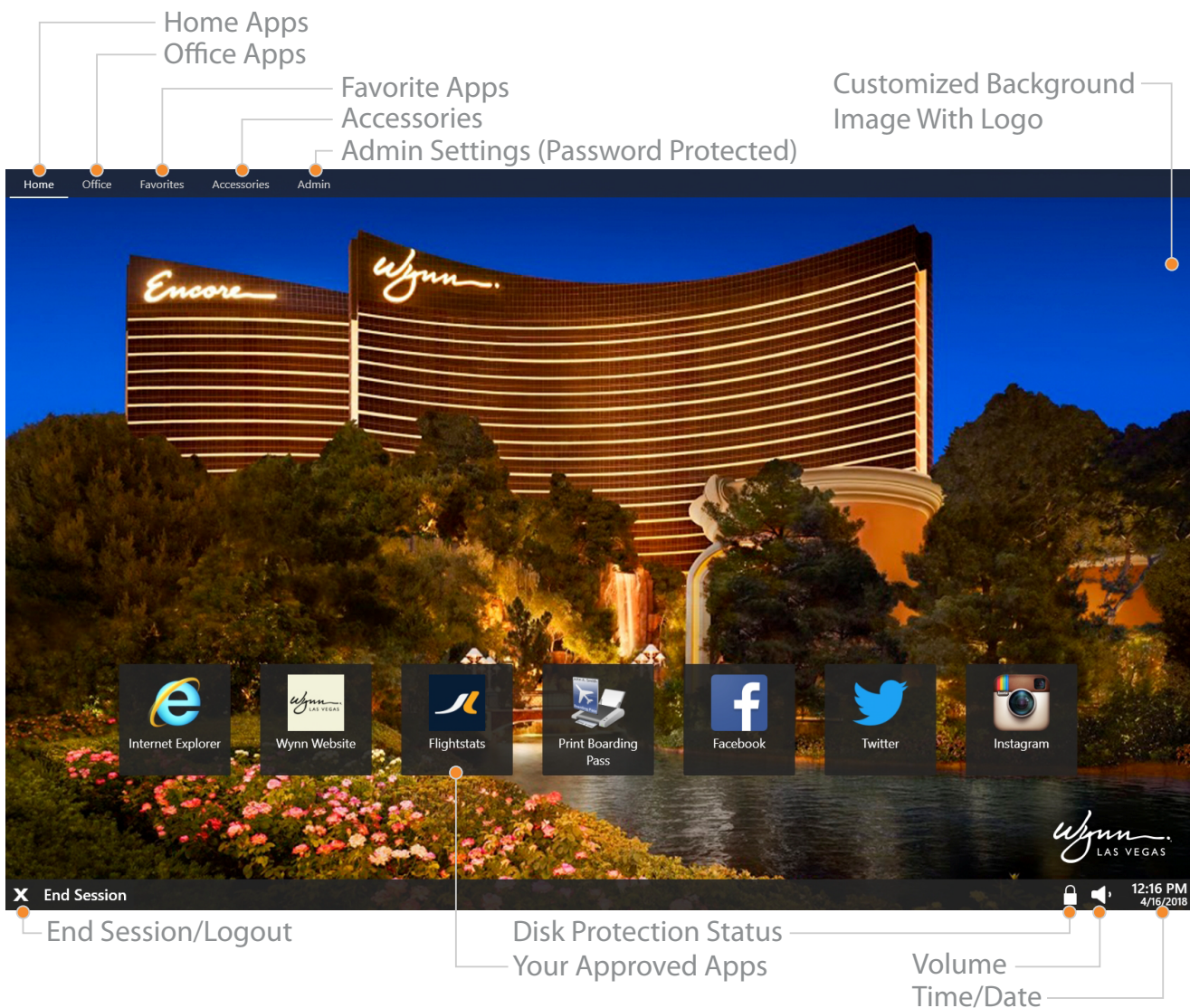
Thinix Retrofit™
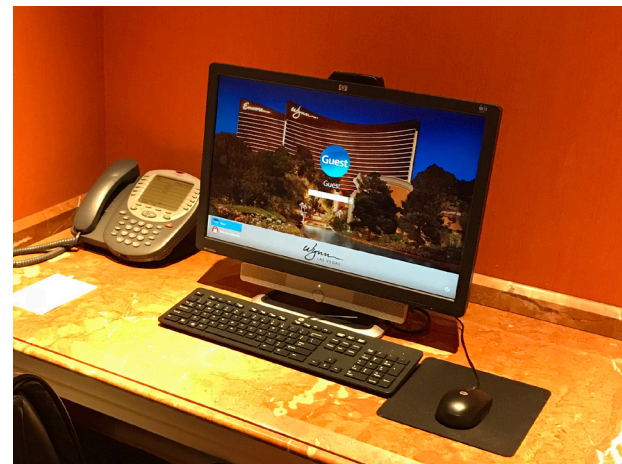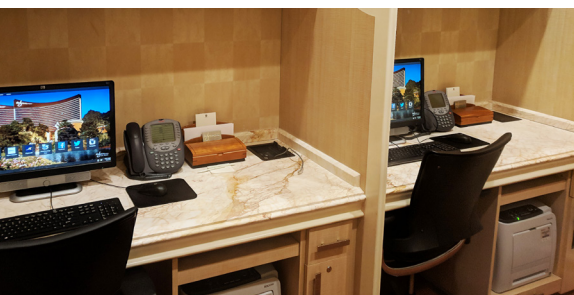
PC Upgrade Requirements

1. Seamless transition for system upgrade.
2. An interface themed to match brand standards.
3. Magnetic strip reader integration for secure PC login.
4. Secure and simple to use software for guests.

The Solution

Thinix determined that the Wynn and Encore resorts were both great candidates for a simple and hassle-free PC upgrade via Thinix Retrofit™. Engineers worked closely with Wilson and Nelson to deploy a bootable version of Thinix Retrofit USB, Kiosk 10 software, secure PC lockdowns, and configure magnetic strip readers. No new hardware was needed to get the same great features and benefits of a traditional all-in-one PC. In total, Thinix provided the resorts with 20 retrofitted PCs; four business center PCs for the Wynn lobby, eight PCs for the casino's race and sports book section, and eight business center PCs for the Encore lobby.

Home Apps
Office Apps
Favorite Apps
Accessories
Admin Settings (Password Protected)

Customized Background Image With Logo

| Home | Office | Favorites | Accessories | Admin |

Internet Explorer | Wynn Website | Flightstats | Print Boarding Pass | Facebook | Twitter | Instagram

12:16 PM
4/16/2018

X End Session

End Session/Logout

Disk Protection Status
Your Approved Apps

Volume
Time/Date

The Implementation

By using Thinix proprietary software (Thinix Retrofit), Thinix engineers were able to upgrade the interface and security of all the PCs in a matter of hours and saved big on upgrade costs. Also, the latest build of Thinix Kiosk 10 was pushed live to meet specific design requirements with ease. Because the upgrade was simple and deployed quickly, there was no service interruption for guests. The retrofitted PCs now operate twice as fast, and the overall security disposition of all the systems has been noticeably improved.

The Results

Wilson and Nelson both noted that the retrofit's better visual design of the software is both user-friendly and attractively interfaced. Both were pleasantly surprised with branding and remarked that perfecting the themes of the kiosks to match brand standards turned

out very well. Bundled with the PC upgrade was Thinix GuestFirst™ Support, which allows Thinix to proactively and remotely apply PC updates, patches, and diagnose any issues quickly. With an exceptional guest experience enhanced by effortless, secure guest-use PCs, both the Wynn and Encore resorts can continue to focus on keeping guests satisfied, connected, and coming back.

Since upgrading to Thinix, the interactive design features are ten times more secure for guests, and the overall speed to do anything on the systems is much higher. Due to new support and a cost-effective upgrade, the Wynn and its sister resort, the Encore, can continue to commit to their core vision by making every visit a once-in-a-lifetime experience for all guests.