About the Company

This is a US-based company specializing in gaming systems and software for the regulated gaming industry. They develop a wide range of products, including video slots, electronic table games, and online gaming platforms, tailored to meet the needs of casinos, gaming centers, and lottery organizations.

The Problem Statement

In the gaming industry, users often encounter limited thematic options, stagnant game designs, and inadequate customer support in gaming applications, particularly those targeted for Class II gaming. This leads to a lack of compelling and enjoyable experiences for users, hindering user engagement and retention.

The Challenge

The challenge lies in developing a gaming application that distinguishes itself through a diverse thematic catalog, innovative game designs, and unwavering customer support, specifically tailored for Class II gaming. This entails overcoming obstacles such as sourcing diverse thematic content, creating cutting-edge game designs, and establishing robust customer support frameworks to meet the high expectations of users.

The Solution

Spiralogics proposes leveraging its expertise in software development and gaming technologies to create a gaming application that addresses the identified challenges. By collaborating closely with the client, Spiralogics curated a diverse thematic catalog and designed innovative game concepts that resonate with users. Through agile development methodologies, Spiralogics iteratively built the application, ensuring high-quality and engaging gaming experiences. Additionally, Spiralogics implemented a responsive customer service framework, including in-app support features and timely assistance channels, to enhance user satisfaction and retention. Overall, the solution will strategically position the gaming application for Class II gaming, offering users a compelling and enjoyable gaming experience supported by a wide array of themes, cutting-edge designs, and unwavering customer support.

Tech Stack

Grover Gaming's tech stack leverages WPF (Windows Presentation Foundation) in the MVVM pattern with Prism for its desktop application, while utilizing Telerik for its user interface components.