

When You Connect At TribalNet,  
Great Things Happen!

So much is happening in our industry each year and that progress deserves to be showcased! TribalNet is the platform for making these connections and often the catalyst for long-lasting valuable partnerships.

Do you have a success to share?

Share your story  
NOW by contacting  
sales@tribalnetonline.com

# MAKING CONNECTIONS



## A Head Start in System Selection

One of our Urban Translations' Directors met Patrick Tinklenberg, VP of IT of **Sycuan Casino**, at TribalNet's breakout sessions: "A Holistic View of the Casino Customer." She learned valuable information on how Patrick implemented staff facing technology at Sycuan.

Sycuan is in the process of developing a 300-room four-diamond, multi-story resort property adjacent to their existing casino. One of the key elements in ensuring the success of that development is to provide the highest level of customer service. Our in-room digital concierge is a key element in providing that level of customer service and is one of the many elements being considered by Sycuan for a number of reasons: our platform improves guest experience, increases revenue and efficiency, allows for marketing, provides content in multiple languages and integrates with many systems. We will also consult with them on all data to improve their ROI.

Even though Sycuan is early in the design and construction phase of their project, they realize choosing the right partners is key to a successful project such as this. As part of our commitment to providing value to our customers, we are already assisting Sycuan in understanding key factors when selecting other systems and software to use for the rest of their hotel's future operations. We are always grateful to start discussions with the tribes when they are at the beginning of their development phase. Guiding and supporting builds wonderful relationships.

FOR MORE INFORMATION CONTACT

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## Streamlines Data Entry Process

The **Confederated Tribes of the Umatilla Indian Reservation (CTUIR)** was introduced to Arctic IT at TribalNet in 2008.

CTUIR needed an application that would centralize tribal member master record data and processes across departments, allow secure access to confidential records, and provide a complete view of tribal enrollment. By implementing Arctic IT's Tribal Platforms™ Enrollment solution, Children and Family Services (CFS) and Tribal Court Departments share and have access to common data real time.

Processes have been streamlined, duplicate data entry eliminated and access to shared sensitive

data is secure. By leveraging a centralized tribal member master record system and extending that software platform into the other departments of the tribe, CTUIR has begun to eliminate the many silos of data that can slow the delivery of services to its members. Arctic IT and CTUIR continue to work together, and it all started at TribalNet!

"Arctic IT provided a great solution and their service performance from start to finish is superb. I would highly recommend them to anyone looking for value-added reseller services." Margaurite Becenti

Attended TribalNet  
for 15 years and counting

FOR MORE INFORMATION CONTACT

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Centralizing member  
data significantly  
improves productivity

Providing  
assistance  
to best serve  
resort guests



## Assists Casino in Swift DataCenter Relocation

**Osage Casino** was planning a major site renovation including the construction of a new high rise hotel, event center and parking. To initiate this project it required the demolition of the existing event center which happened to house the data center. Osage needed a solution that could be implemented quickly thus not delaying the renovation project. IBM responded with a data center solution that could be designed, built and commissioned in less than six months.

IBM's Prefabricated Modular Data Center (PMDC) solution provided Osage Casino with a new state-of-the-art data center that could accommodate current requirements and also allow for future growth. The PMDC a more energy efficient environment including redundant power and cooling as well as back-up power via generator. The data center was designed, built and installed in less than six months allowing Osage Casino to move in and have the IT equipment up and running prior to demolition of the existing event center.

Data Center designed,  
built & commissioned  
in less than six months

Participated in nearly every  
TribalNet Conference

FOR MORE INFORMATION CONTACT

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## Exceeds Expectations with Healthcare Data Storage

Pure Storage was introduced to the **Choctaw Nation** by one of the Choctaw Nations' strategic Pure Storage resellers.

The Choctaw Nation wanted to improve the performance and cost-effectiveness of the data-storage equipment that supports its vital electronic medical record (EMR) system, which underlies the record-keeping of its healthcare system. Previous legacy data storage technology was not keeping up with the demands of Choctaw Nation Health Services Authority. All-flash arrays from Pure Storage have exceeded all of the Nation's requirements.

Thanks to the high performance of Pure Storage all-flash arrays, physicians and other care-givers have faster and easier access to health data and electronic medical records that are essential to delivering excellent patient care. Meanwhile, the Nation's information technology department is reaping major savings in both capital and operating costs.

Improved support  
for electronic medical  
record system

Our sales staff has over  
15 years experience in  
tribal market

FOR MORE INFORMATION CONTACT

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