



MEDIA RELEASE
August 23, 2011

NZ Racing Board backs Gen-i for ICT services

The New Zealand Racing Board has awarded Gen-i a five-year contract to deliver its information technology and telecommunications services.

The contract, which includes the provision of data, Internet, voice, contact centre and mobile services, will enhance the capacity and flexibility of the NZ Racing Board's information and communications technology infrastructure as well as delivering greater efficiencies and significant cost savings over the five-year term.

NZ Racing Board interim chief executive Bill Colgan said the partnership with Gen-i was a key part of the organisation's growth plans.

"The NZ Racing Board, particularly its TAB operation, is a major user of technology to make the provision of form, vision, wagering and customer support as effective as possible.

"We are improving our offering to customers through better service delivery and more engaging wagering channels, including tab.co.nz, mobile betting and on-course. Our retail sites are also in the midst of a major revamp to improve customer service and experience."

Mr Colgan said the partnership with Gen-i was important to help the NZ Racing Board grow its business while reducing costs.

"Gen-i ticked all the boxes in terms of quality of service, reliability and flexibility, while achieving significant cost savings to the business in order to maximise benefits to the national racing industry.

"We're delighted to continue what has been an important and long-term relationship with Gen-i."

A major focus of the partnership is to enhance capability and capacity of the NZ Racing Board's ICT infrastructure through more effective telephony services for the PhoneBet operation and delivery of on-demand services.

In particular, new technology will support the NZ Racing Board's rollout of enhanced retail display screens and self-serve terminals at nearly 750 TAB retail sites nationwide.

Chris Quin, chief executive of Gen-i Australasia, said the partnership was recognition of Gen-i's proven track record of delivering integrated ICT solutions tailored to the individual needs of clients.

"We've worked hard to develop a deep understanding of the NZ Racing Board's ICT needs to deliver a package that is innovative and flexible while offering value for money.

“We will provide essential infrastructure to assist the NZ Racing Board in leveraging new wagering opportunities via the Internet and mobile channels while also enhancing customer experience on the shop floor.”

The contract was awarded to Gen-i following a competitive tender process.

About the NZ Racing Board

The NZ Racing Board’s role is to promote the racing industry and maximise the proceeds of wagering for the benefit of the racing industry. The racing industry is principally composed of the racing and breeding operations of Thoroughbred, Harness and Greyhound racing. The NZ Racing Board owns and operates the TAB wagering service on all racing and sport in New Zealand.

About Gen-i

Gen-i is at the forefront of helping customers take advantage of the convergence of technology and telecommunications, and the new opportunities this makes possible. Gen-i works alongside its 3300 corporate, government and business customers to deliver seamless and integrated ICT solutions. A member of the Telecom New Zealand Group, Gen-i achieves this with the support of 3000 highly skilled people in 15 locations across New Zealand and Australia. For more information on Gen-i, visit www.gen-i.co.nz.

ENDS

For more information, please contact:

John Mitchell

Communications Manager

NZ Racing Board

E: john.mitchell@nzracingboard.co.nz

M: 027 294 0736

Carmela Salisbury

Corporate Communications Manager

Gen-i

E: carmela.salisbury@gen-i.co.nz

M: 027 489 5224