CACHE CREEK CASINO RESORT

TANGAM SYSTEMS

CASE STUDY

HOW CACHE CREEK CASINO RESORT INCREASED EBITDA WITH TABLE GAMES OPTIMIZATION



Cache Creek Casino Resort

Katy Garcia-Jackson, Vice President of Table Games, brings over 20 years of experience at Cache Creek Casino Resort and has played a key role in building one of the most diverse and dynamic table games offerings in Northern California, with a consistent focus on balancing positive guest experiences with strong revenue performance.

In a recent interview with Tribal Gaming and Hospitality Magazine, Katy shared how her team is using Tangam's solution to optimize table games yield to drive a 4% EBITDA increase.

Optimizing Tables Games Yield Without Disrupting Guest Experiences

Cache Creek Casino Resort enhanced operational discipline by leveraging Tangam Systems' advanced analytics and optimization solution, which enables casino operators to improve table games performance through enhanced table spread & mix planning and real time yielding.

An effective table yielding strategy requires the dynamic adjustment of table minimums as demand fluctuates. To support both guest experience and execution on the floor, Cache Creek pairs this approach with established practices such as grandfathering table minimums for current players.

Grandfathering allows pricing to adjust dynamically with new demand while avoiding disruption to existing players. Across a broad set of casinos, Tangam has observed that grandfathering policies increase average play time for players experiencing a rise in table minimums by approximately 25 minutes per session.

Driving Adoption by Operations Staff Across the Table Games Floor

Cache Creek's success is driven not just by the Tangam's platform, but by how insights and yielding opportunities are executed operationally. Tangam's platform is designed to be intuitive for operators, allowing floor teams to integrate it into their daily workflows. In addition, Tangam provides structured training and ongoing support through a client success team composed of experienced casino operators. This combination improves adoption from staff and ensures consistent execution across shifts.

Beyond the ease of use and support provided by Tangam, the grandfathering approach also strengthens staff adoption. Across a broad set of casinos, Tangam has observed that grandfathering makes staff 2.5 times more likely to capitalize on opportunities to increase table minimums during periods of high demand, as they are more comfortable implementing changes when patron impact is minimized.



How Cache Creek Casino Resort Increased EBITDA With Table Games Optimization

Watch the original interview at: https://www.youtube.com/watch?v=5j9lWOI2cYU&t=2s

Measurable Operational Impact

In addition to improving execution, Cache Creek established clear, measurable operational objectives. Tangam's platform provides a full audit trail of every recommendation and action taken, enabling management to track how consistently teams respond to demand in real time. This creates accountability on the floor while also serving as a powerful coaching and training tool. Teams can be guided toward the right operational discipline, and performance can be measured objectively across shifts and teams.

Measurable Financial Impact

Katy Garcia-Jackson and the Cache Creek Casino Resort team provide a strong example of how disciplined execution, supported by the right technology, can translate directly into improved financial performance and a positive guest experience.

Using real time insights and recommendations from Tangam's platform, the operations team has aligned table supply and pricing more closely with demand while improving consistency of execution. This approach to optimization drove strong adoption resulting in a 4% increase in EBITDA.

About Cache Creek

Cache Creek Casino Resort, located in California's Capay Valley, has built a reputation as a premier gaming and entertainment destination. Optimizing floor performance is critical to sustained success for the large-scale operation that includes over 2,300 slot machines and 80 table games across 94,000 square feet of casino space.

https://www.cachecreek.com/

About Tangam

Tangam Systems is the global leader in recommendation-driven gaming optimization software, trusted by casino gaming resorts to maximize profits in over 200 properties across 13 countries.

Tangam's award-winning flagship software, TYM, turns data into actions to optimize spread planning, game-mix, and dynamic management for table games. Tangam's Slot Optimization Platform, SODA, delivers unique insights to optimize slot floor-mix, settings and placement.

Merging decades of multidisciplinary experience in casino operations, artificial intelligence, software engineering, mathematics, and statistics, Tangam's patented algorithms and visualizations are backed by exceptional business and IT support.

www.tangamsystems.com