

A NEXT SUCCESS STORY



HOW WANGARATTA RSL UPGRADED TO A FASTER, MORE RELIABLE CASH REDEMPTION EXPERIENCE

ABOUT THE VENUE:

Wangaratta RSL is a well-established venue in regional Victoria, serving a strong and loyal member base across gaming, dining, and community experiences.

With consistent patron traffic and a busy gaming floor, delivering a seamless and reliable cash redemption experience is critical to both customer satisfaction and operational efficiency.

THE CHALLENGE:

Fighting an Ageing CRT

Before switching over to a Next CRT, Wangaratta RSL was operating with an older CRT from another provider, that struggled to meet the demands of the venue.

Frequent breakdowns and inconsistent performance created challenges for both staff and patrons, including:

- Disruptions to the customer experience due to machine downtime
- Increased reliance on staff to manually support cash redemption
- Reduced confidence in the reliability of the existing CRT

After feeling let down time after time, the venue recognised the need for a more reliable CRT.

THE SOLUTION:

A Future-Ready Upgrade for the Gaming Floor

After seeing a live demonstration of the Next Gen CRT at the 2025 AHG Tradeshow, the Wangaratta RSL team quickly identified it as the ideal upgrade. The unit's future-ready capabilities - including an in-built barcode scanner and NFC reader - ensured the venue would be well positioned to support digital wallet and member app-based redemptions as they become more widely used.

Later that year, the venue traded in their existing CRT and upgraded to the Next Gen CRT, taking advantage of:

- ✓ An RSL Victoria discount
- ✓ A trade-in discount
- ✓ Free ongoing service support

Having already installed a Next Payments Cash Xpress (EFTPOS Cash-Out Solution), the venue experienced a seamless transition over to the Next CRT, gaining a strong understanding of how the new CRT would fit into their existing operations.

To complete the upgrade, the venue also opted for custom CRT wrapping, aligning the look of the unit with their branding to help it stand out on the gaming floor.



"The old CRT was becoming more of a frustration than a solution. Breakdowns were too frequent, and it was impacting both staff efficiency and the customer experience."

Chris Simsen
Manager Financial Processing -
Wangaratta RSL

"After seeing the terminal at a tradeshow, it was clear that this was the CRT we needed. The functionality, the look, and the reliability - it ticked every box for us."

THE RESULTS:

Improved Reliability and a Better Customer Experience

Since upgrading to the Next Gen CRT, the venue has seen a significant uplift in both performance and customer experience.

Some of the key outcomes the venue has seen are:

- ✓ **Improved reliability & uptime:** The venue has experienced a noticeable reduction in faults and service disruptions, providing consistent access for patrons.
- ✓ **Enhanced customer experience:** Faster, smoother transactions have improved the overall gaming floor experience, reducing wait times and frustration.
- ✓ **Stronger partner support:** Ongoing engagement with their dedicated Next Payments Account Manager and Service Team ensures issues are resolved quickly so that the venue can continue to improve in all areas.



THE IMPACT:

An Enhanced Gaming Floor Experience for Staff & Patrons

Today, Wangaratta RSL operates with greater confidence knowing their cash redemption experience is supported by a more reliable, modern, and future-ready CRT solution.

The upgrade has not only improved operational efficiency and reduced downtime, but has also enhanced the overall gaming floor experience for both staff and patrons.

"Working with Next Payments has been seamless. We've had great support from our Account Manager, and the whole process - from install to ongoing service - has been smooth."

With improved reliability, future-ready functionality, and ongoing support from the Next Payments team, the venue now spends less time managing issues and more time focused on delivering a better customer experience.

The Next Gen CRT has become more than just a redemption terminal for Wangaratta RSL - it's now an important part of the venue's day-to-day operations, helping the team deliver a smoother, more reliable experience for both staff and patrons.

ABOUT THE NEXT GEN CRT

The Next Payments Next Gen CRT is designed to deliver faster redemptions, seamless customer experiences, and future-ready digital wallet capabilities for hospitality and gaming venues.

Featuring upgraded hardware, smart UI functionality, an in-built barcode scanner and NFC reader, the Next Gen CRT helps venues improve reliability, reduce downtime, and create a smoother redemption experience across the gaming floor.

See how the Next Gen CRT can prepare your venue for the future of cashless gaming. Book a personalised demo at nextpayments.com.au/solution/next-gen-crt

