



Indoor Fixed Terminal

In-Venue Bingo Platform



To support next-generation indoor bingo and fixed gaming experiences, a dedicated indoor fixed terminal was engineered for long-term deployment in high-traffic venues. Combining secure, tamper resistant hardware, platform stability, and a familiar user interface, the solution delivers consistent performance, improved player engagement, and assured lifecycle continuity.

A long-established UK software and technology provider to retail bingo venues, supporting major operators with handheld solutions, integrated networks, reporting tools, and player support. They are known for reliable, high-quality products that help operators deliver engaging experiences and streamline operations.



The Challenge

The customer needed to modernise their indoor bingo offering without disrupting existing operations or increasing regulatory risk. Mobile tablet solutions were already in use, but they were not delivering the premium, venue-based experience the customer wanted for fixed locations. At the same time, traditional hardware options introduced instability through frequent component changes, increasing re-certification cycles and delaying rollouts.

There was also concern around reliability in busy public environments, where open access to hardware ports could lead to tampering, faults, and service interruption. Any new system had to integrate seamlessly with existing hardware, software and third-party games, support electronic bingo as an alternative to paper cards, and remain viable over a long operational lifespan while being easy to support within the UK.



The Solution

To address these challenges, a dedicated indoor fixed bingo terminal was designed specifically for sustained, in-venue operation. Rather than relying on consumer all-in-one PCs, the solution adopted a controlled and consistent hardware platform to ensure stability and simplified lifecycle management. This approach allowed the customer to deploy existing bingo software and third-party games without additional development, significantly reducing testing and verification effort.

The terminal incorporated a secure, lockable enclosure to restrict access to I/O ports, improving overall reliability. Visually and functionally, the device aligned closely with the customer's tablet-based platform, creating a consistent experience for players while delivering the advantages of a fixed installation. A larger display enhanced visibility and usability, making gameplay more accessible and engaging for a wide audience.



The Outcome

The introduction of the indoor fixed bingo terminal delivered measurable benefits for both players and the customer. The new platform elevated the in-venue bingo experience, offering a more premium venue-based alternative to mobile devices while maintaining the familiarity of existing gameplay. Players responded positively to the larger screen and electronic format, which improved visibility, accessibility, and overall engagement.

Operationally, the customer saw immediate improvements in reliability and consistency across venues. The stable hardware design reduced downtime caused by component hardware viability or user interference, while the secure enclosure minimised the risk of tampering in busy public environments. By enabling existing software and third-party games to run without modification, the solution significantly reduced ongoing testing, certification, and maintenance effort.

The move away from paper bingo cards simplified day-to-day operations and supported a more modern, streamlined gaming environment. With dependable UK-based Captec servicing and support in place, the customer gained confidence in the long-term sustainability of the platform. Overall, the solution has enabled the customer to enhance their bingo offering, improve operational efficiency, and create a scalable foundation for future growth.



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