

NEOVERSE



Troy Wilson,
Director of Training and Development
Kings Dining & Entertainment, Orlando, FL

QubicaAMF ten pin bowling
22 bowling lanes
Arcade, billiards, bar and restaurant.

Elevating the Customer Experience with Neoverse

Kings Dining & Entertainment in Orlando, Florida offers elevated gaming and entertainment in a sleek retro environment. Guests can enjoy food and drinks in the full-service bar and restaurant alongside 22 lanes of bowling, billiards, arcades and countless big screens. They are known for their ability to cater to private events of all shapes and sizes, for corporate outings, birthday parties, family gatherings and more.

The Challenge: Seeking a Fully Integrated, Entertainment Experience

Kings was looking to enhance their guest experience, but wanted to make sure it was fully integrated with their other systems. The ability to have the connection of their scoring into the LED wall was the main decision maker for Kings to invest in Neoverse. "We were looking at the integration with BES X and it just made it seamless to use the two of them in conjunction."

The Solution: Seamless Integration with Scoring

After investing in Neoverse for their VIP room, the guest experience, and overall atmosphere at Kings has been enhanced. As it is one of the first things guests walk by upon entering the facility, it drives the 'wow' factor for the center. "They see this room; they want to know how they can get in there."



It's just a premier experience. You walk in and you feel the elevation in the room. And it's allowed us to justify charging premium pricing. - Troy Wilson



Neoverse from QubicaAMF offers:

- An elevated and premier atmosphere
- Wide variety of content to build custom playlists
- Integrated with scoring, offering a fully immersive experience

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The Results: VIP Guest Experience

Elevated and Premier Atmosphere

Since installing Neoverse in their VIP room, Kings have seen the change it has made to their guest experience. "So right as people walk in, even if they're not going to be in that room, there's a 'wow' factor there. They see this room; they want to know how they can get in there. They're all interested in it, and it really creates an experience just walking in the venue."

Variety of Content to Create Custom Playlists

The Neoverse LED Wall offers a growing video library that features unique, dynamic, and interactive content. Kings select the content that is the most appropriate for their center and their guests, and they make playlists for different experiences depending on what is going on at the center. Wison shares, "we've found content that our guests love the most, that we get the biggest reaction." New content is continually added to the library. "One of the cool things is new stuff will come out around holidays. So, all of a sudden you have this new experience that you can give the guest and even the team gets excited by it because it just kind of makes it fresh and new for them...it's been fantastic."

Video and Live Content Streaming

With Neoverse, Kings have the ability to play up to eight different external live streaming video sources at once, including favorite sports, television, Bowling Music Network, and more in a high-energy, high-resolution format. Audio output can be used from videos and scenes for a fully immersive experience. "A lot of times you want to have a sporting event playing," explains Troy. "Well, now we can show as many as we want...we have the flexibility to show multiple games."



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Integrated with Scoring for an Immersive Experience

The most immersive experiences are created through a combination of interconnected technologies. Neoverse weaves together engaging content with scoring system technology and is fully integrated into the BES X Bowler Entertainment System. Teams and players can enjoy seeing their names and scores on the big screen. "A lot of it is the fun of being able to see the scoring", says Troy Wilson.

Is Neoverse right for your center?

To learn more visit: www.qubicaamf.com/neoverse

