

# Case Study: Pong Game Studios - Powering Play with Stability and Collaboration



Pong Game Studios stands out for its commitment to stability and user experience in amusement gaming, where entertainment hinges on smooth operation. This case study delves into Pong Game Studios' unique approach to game development, exploring their hardware and software choices and highlighting the critical role of their relationship with Arrow Intelligent Solutions.

## Beyond the Casino Floor: The Pong Game Studios Niche

Unlike traditional casino game developers, Pong Game Studios carves its niche in the amusement and promotional gaming space. Their products cater to a diverse clientele, from veterans' clubs and bars to specific class 2 casino environments. Pong Game Studios goes beyond physical locations, offering an online extension of their land-based games, allowing players to transition their experience to the comfort of their homes seamlessly.

## Technological Infrastructure

The foundation of Pong Game Studios' offerings lies in a combination of standardized hardware and custom software applications. They leverage commercially available x86-based hardware platforms, ensuring compatibility and ease of maintenance. However, the secret sauce lies in the software. Pong Game Studios places Windows 10 IoT Enterprise LTSC 2021 at the heart of their operations to prioritize stability and long lifecycles.

The core of Pong Game Studios' technological setup revolves around the Windows 10 IoT Enterprise LTSC 2021 operating system (OS). This OS choice aligns with their need for stability and long-term reliability. They opt for the LTSC (Long-Term Servicing Channel) version of Windows 10 IoT, which ensures extended support and minimal disruption due to updates.

“Our products operate continuously, 24/7, without supervision from personnel with specialized expertise. Therefore, it is crucial that these machines function autonomously and maintain stability at all times.”

– *Emilio Galasso, CTO, Pong Game Studios*

### Key Benefits of Windows 10 IoT Enterprise LTSC 2021 for Pong's Gaming Systems

- **Stability:** Stability is paramount for Pong Game Studios, given that their machines operate 24/7 in unattended environments. Windows 10 IoT Enterprise LTSC 2021's stripped-down nature and control over updates mitigate the risk of software conflicts, thereby enhancing operational reliability.
- **Security:** Their machines are typically isolated from direct internet access, but security remains a significant concern. Windows 10 IoT Enterprise LTSC 2021's security features and the ability to lockdown systems provide critical safeguards against potential threats, ensuring the integrity of their gaming products and the venues they operate in.
- **Long Lifecycle:** The LTSC version of Windows 10 IoT offers a 10-year support lifecycle, aligning perfectly with Pong Game Studios' product deployment strategy with extended operational lifespans. This long-term support minimizes the need for frequent updates and replacements, reducing operational costs and disruptions.

“The capability to manage Windows updates was a significant factor in our decision. It is imperative that Windows updates do not interrupt a player's gaming session.”

– *Emilio Galasso, CTO, Pong Game Studios*

### Windows 10 IoT Enterprise LTSC 2021 Features

Features	Windows 10 IoT Enterprise LTSC 2021
Servicing Channel	10 Years
Multi-App Assigned Access	Available
Reduced OS Footprint	20 Removable Packages
ARM64	Available for NXP i.MX8 Family
Dual Operator	Available
Requires TPM & Secure Boot	Not Required
Edge Device Image Builder Tool	In Preview
Device Update Center (DUC)	Available

*Note: Windows 11 IoT Enterprise LTSC 2024 is now available*

## Arrow Electronics: A Relationship for Success

Arrow Electronics is a critical collaborator in Pong Game Studios' success story. Their collaboration extends beyond simple procurement. Arrow's expertise plays a vital role in several aspects of Pong Game Studios' operations:

- **Hardware Procurement:** Arrow ensures a steady supply of the essential hardware components that power games at Pong Game, streamlining the manufacturing process and guaranteeing compatibility and quality.
- **Technical Expertise:** When Pong Game Studios encountered a hardware-related issue impacting the stability of their machines, Arrow's technical team went above and beyond. They facilitated a successful collaboration with Intel, allowing Pong Game Studios to pinpoint the root cause (a driver issue) and implement a solution. This dedication to troubleshooting and problem-solving exemplifies the value Arrow brings to the table.

## Summary

Pong Game Studios exemplifies how a deliberate focus on stability, security, and long-term support influence their technology choices. By leveraging Windows 10 IoT Enterprise LTSC 2021 and working with Arrow Electronics, they have established a robust technological foundation that supports their mission of delivering engaging gaming experiences. Moving forward, Pong Game Studios continues to innovate within the amusement gaming sector while maintaining a commitment to reliability and customer satisfaction.

This case study showcases the importance of strategic technology adoption and collaborative relationships in driving business success in the gaming industry.

“Arrow’s expertise and ability to provide solutions and connect us with the appropriate resources to obtain the answers we seek has been immensely valuable. We greatly appreciate the assistance.”

– *Emilio Galasso, CTO, Pong Game Studios*

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In collaboration with:




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