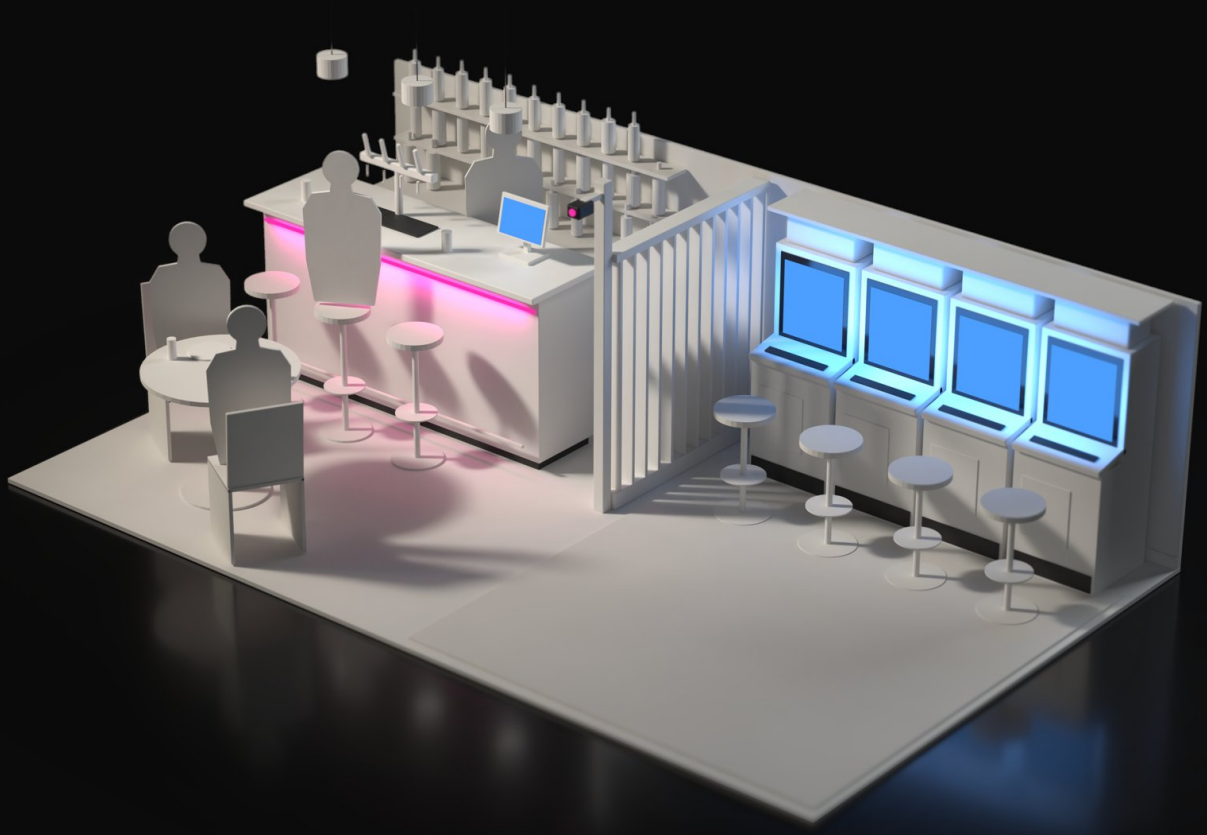


BUYER'S GUIDE · AS OF NOVEMBER 2026

Buying a major system. Simplified.

A buyer's guide for gaming, POS, membership and other big systems, including what NSW's coming facial recognition rules mean.

John Morgan · Initial Technology · November 2026

THE ONE THING TO KNOW

The price on the quote is the smallest part of the cost.

Big systems last seven to ten years. The real cost is in integration, support, training, data and the contract. Clubs that write down what they need first make better choices and better deals.

SIMPLIFIED

Write down what you need. Get three quotes on the same brief. Check references. Read the contract. Own your data.

SEVEN STEPS AT A GLANCE

01

Write the brief

What it must do, nice-to-haves, deal-breakers.

02

Involve the floor

Staff who'll use it every shift.

03

Compare like for like

Three vendors, one brief, one scoring sheet.

04

Call references

Clubs your size, without the vendor.

05

Total cost

Seven years, not year one.

06

Contract and data

Support, exit, data return.

COMING IN NSW

2028
Mandatory facial recognition at gaming room entrances, with a statewide exclusion register

Mar 2026
Voluntary code of practice for facial recognition in hotels and clubs

Mar 2025
PCI DSS v4.0.1 requirements in full force for card payments

STEP 01

Write the brief

One page beats a vendor's demo.

- [ ] **What must it do?**
  The non-negotiables, in plain words.
- [ ] **What must it connect to?**
  Membership, gaming, POS, accounting, rostering.
- [ ] **When are you busiest?**
  Support must match your trading hours.
- [ ] **What's coming?**
  Facial recognition, exclusion register, cashless options.

WRITE IT DOWN

MUST HAVE

DEAL-BREAKERS

STEP 02

Compare and check

Same brief, same questions, same scoring.

- [ ] **Demo with your own scenarios.**
  A Saturday night, a member complaint, a month-end.
- [ ] **Ask about security.**
  Remote access, multi-factor, where data is stored.
- [ ] **Ask about card data.**
  PCI DSS v4.0.1 compliance, with evidence.
- [ ] **Call two references yourself.**
  Ask what they'd do differently.

HANDY TIP

Ask every reference one question: 'What happened the first time it went down on a busy night?' The answer tells you more than the demo.

WRITE IT DOWN

VENDOR	FIT	SECURITY	SUPPORT	7-YR COST

STEP 03

Facial recognition, carefully

Coming for every NSW venue with gaming machines.

- **It's sensitive information.** Biometric data has stricter rules under the Privacy Act.
- **Follow the code of practice.** Liquor & Gaming NSW's code covers privacy, security and staff.
- **Ask about the statewide register.** Will the system connect to it when it arrives in 2028?
- **Check where images are kept.** And for how long, and who can see them.

HANDY TIP

Don't rush. The state register isn't due until 2028, and vendors will self-certify. Buy when the requirements are settled.

STEP 04

The contract

Where the long-term cost hides.

- **Total cost over seven years.** Licences, support, upgrades, hardware refresh.
- **Your data, your format.** Exported on request, and at the end.
- **Support times in writing.** Including nights, weekends and public holidays.
- **Price rises capped.** And upgrade costs spelled out.

Buying something big?

I've bought and implemented gaming, POS and membership systems for clubs. I'll write the brief, run the comparison and read the contract, independently.

0401 539 456 · info@initialtech.com.au · initialtech.com.au

THE SIMPLIFIED GUIDES

Free at initialtech.com.au/resources

01 Microsoft 365 security

02 Cyber basics and phishing

03 Ransomware readiness

04 Backup and recovery plan

05 Incident response

06 Working from home securely

07 Copilot readiness

08 Choosing an IT provider

09 Buying a major system

10 The board technology report

11 Copilot vs ChatGPT vs Claude

Sources, checked November 2026. NSW Government: NSW Gaming Reform announcement (August 2026), statewide exclusion register and mandatory facial recognition from 2028; Code of Practice for use of Facial Recognition in Hotels and Clubs (gazetted 18 March 2026). PCI Security Standards Council: PCI DSS v4.0.1. OAIC: sensitive information and biometrics under the Privacy Act 1988. General information only, not legal, insurance or financial advice. Check current details with your IT provider before acting.