

SERVICES

... from the information of our company, to day, to day business, Melita Gaming Network is at your side. We bring you into the game.



Services

Personal Care

We believe in providing personal care for our partners from day one. Therefore, we have created a first class team of professionals to provide service to our partners and their players alike. If you have any questions, problems, suggestions, or anything else—our White Label Coordinator will take care of it. Our White Label Coordinator in Malta is available exclusively to our partners throughout the day. He will supervise and attend to the formation of your company during the complete process and maintains excellent contacts with the Maltese Gaming Authorities.

Service Highlights

The MGN backgammon software offers many opportunities for your players to have fun and to enjoy the game.

- ▶ **24h Live Support**
- ▶ **Payment Processing**
- ▶ **Software Development and Technical Support**
- ▶ **Server Hardware, Hosting and Internet Bandwidth**
- ▶ **White Label Coordinator**
- ▶ **Standardized Client and Website**
- ▶ **Web-Based Customer Information System**
- ▶ **Maltese Gaming License**

Experience You Can Trust

We also provide a first class customer support team that consists of experienced and competent staff that will serve your customers at any time. Unlike some of our competitors, our customer support team provides 24/7 live support via chat and e-mail. In addition to serving the customers, they monitor the game tables to detect collusion, illegal money transfer, and other foul play. The customer support team also performs security checks on new customers and generally screens players who have requested withdrawals prior to releasing the payments. The complete payment processing is also done by our support team as well.

Software development, updates, customization, and technical maintenance are performed by the German company Playmaker AG exclusively for Melita Gaming Network. You don't have to worry about hiring developers or deal with bug fixes when running your own poker and backgammon site with MGN. The Playmaker team consists of highly skilled professionals that have a proven record with gaming software that has been online continuously and successfully since 2002. MGN also hosts the game servers and has teamed up with Bellmed, the leading server hosting provider in Malta. Our servers are kept in a highly secure building with guards, clearance levels, and other security measures to make sure they are safe. You will need to host your own website (We will of course provide assistance if requested.) and that's all we require from you in the form of hosting! Melita Gaming Network only employs the most acknowledged and trustworthy payment providers on the market, such as Wirecard (for credit card transactions), Moneybookers, NETELLER, Paysafecard, ClickandBuy, Western Union, and the Bank of Valetta. These payment services are ready at your disposal. They are integrated into the gaming system and can be used immediately – you don't even have to sign separate contracts* (*only with a marketing partnership).

You can also create your own designs or let them be created for you by our art designers to give your software skin the look and feel that suits you just perfect! Join MGN you will immediately profit from our experience.

Contact us

If you like to get directly in touch with us, please contact:

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24h Live Support

MGN provides an experienced customer support team that is available to your customers 24 hours a day, 7 days a week via live chat and e-mail. The support team provides assistance in respect to the software, processes payments, monitors the game tables in order to detect foul play, and performs security checks on new and existing customers.

Payment Processing

All payments are processed by the MGN support team. We work with the most respected brands in the industry, such as Wirecard (for credit card transactions), Moneybookers, NETELLER, Paysafecard, Clickandbuy, Western Union, and the Bank of Valetta.

Software Development and Technical Support

Melita Gaming Network employs a first class poker and backgammon software made in Germany. The software is maintained and continuously improved by Playmaker AG, which also provides technical support for the game system in Malta—exclusively for MGN.

Server Hardware, Hosting and Internet Bandwidth

MGN provides the necessary game server hardware, hosting, and Internet bandwidth to our partners. We cooperate with Bell Med Information Technology Ltd., the leading provider of hosting services in Malta, where our servers are kept in a modern and secure data center.

White Label Coordinator

The White Label Coordinator is a member of MGN staff that is dedicated to servicing our partners. It is his job to address all requests and to solve problems for you, such as providing contact information to Maltese lawyers, accountants, and even potential directors if desired.. He also attends the complete formation of your company in Malta and coordinates joint marketing and promotional activities.

Standardized Client and Website

Melita Gaming Network offers standard versions for your client software and your gaming website. Company colors, logos, and banners etc. are yours to decide, everything else is ready to go. The well-tested structure and functionality with the experience gathered over many years from of our gaming software experts, players, and network partners gives you immediate access to the market place.

Web-Based Customer Information System

Our web-based Customer Information System (WebCIS) gives you immediate access to all information regarding your business and your customers from anywhere in the world. We provide live statistics, i.e. the figures always correspond to the time you are checking them. All you need to access the WebCIS is a computer, an Internet connection, and a Web browser.

Maltese Gaming License

The Maltese Gaming License is issued by the Maltese regularity, the Lotteries and Gaming Authority (LGA). The gaming license comes in several classes and ensures that a company is qualified to operate an online gaming business. A license applicant undergoes a detailed verification process to ensure that security standards and infrastructure meet the rigorous requirements required by the LGA. Usually, every Maltese gaming company needs to go through this procedure, but MGN has a special Marketing Partnership where this is not required. Please visit our White Label Partner section for more information. The LGA is providing the jurisdictional framework that both consumers and investors in the industry can count on and profit from.
