

Lottery Modernization Guide

Five areas worth a closer look - and the questions to put to your team.

Most lottery leaders aren't looking to replace everything at once. They want less manual work, cleaner numbers, and systems that finally talk to each other without putting public trust at risk. Use these questions with your leadership team, and route each one to whoever owns that part of the operation.

1 Legacy ERP & business systems *the foundation your mission runs on*

- › If our core platform is aging or on-prem - Dynamics GP or otherwise - what's our supported path forward, and by when?
- › What are aging systems costing us in staff workarounds, audit exposure, and stalled initiatives?

WHO TO ASK · CFO · CIO / IT Director

2 Financial visibility & reporting *whether you can stand behind the numbers*

- › When the board, auditors, or legislature ask for numbers, how fast and confidently can we produce them?
- › How much of our reporting rests on manual work only a few people know how to do?

WHO TO ASK · CFO · Finance Director

3 Connected systems & integrations *the hidden cost of systems that don't talk*

- › Where are we paying for the same work twice because systems don't share data?
- › If a key system or vendor changed, how exposed would our operations be?

WHO TO ASK · CIO / IT Director · COO / Operations

4 Operational efficiency & automation *whether staff time goes to mission or maintenance*

- › How much of our team's capacity goes to repetitive tasks instead of higher-value work?
- › What can't we take on today because people are busy keeping current processes running?

WHO TO ASK · COO / Operations Director · Department leads

5 AI readiness *whether you're positioned to use AI responsibly*

- › Is our data foundation solid enough that AI would give answers we can trust and defend?
- › Do we have the governance to adopt AI without compromising public accountability?

WHO TO ASK · CIO / IT Director · Compliance / audit lead

HOW ONE LOTTERY DID IT

An **eastern state lottery** generating more than \$1B in annual sales - and hundreds of millions for its state each year - replaced an aging, on-premises ERP with Microsoft Dynamics 365 Business Central: streamlined processes, improved data accuracy, and stronger productivity, plus a foundation ready for analytics, CRM, and AI. Now it can confidently manage public funds with speed, transparency, and control.

Want help answering these for your own environment?

OnActuate's complimentary **Lottery Modernization Assessment** turns these questions into a current-state finance review, integration inventory, Power Platform opportunities, and reporting-gap analysis - delivered as a practical 12-month roadmap.

Start the conversation: onactuate.com/lottery