

2nd Annual

Tribal Casino Technology and AI Conference

CONFERENCE

May 2nd – 4th , 2027

Sycuan Casino Resort | El Cajon, CA

Sunday, May 2

Pre-Conference: AI Vision Special Presentation

Details TBD

Monday, May 3

7:45 - 8:45 AM

Registration and Networking Breakfast

8:45 - 9:00 AM

Welcoming Remarks & Opening Prayer



Dan O'Connor
Director of Sales
Native Nation Events

9:00 - 10:00 AM

What Policies & Guidelines Have Casinos Implemented in AI Adoption

Artificial Intelligence can streamline many gaming and hospitality operations, but strong safeguards are just as important as AI tool adoption. Enterprises must develop policies that address key questions around which AI tools can be used, approved and prohibited uses, data protection, human accountability, and fairness and transparency to ensure AI is deployed responsibly and securely.

Panelists will share:
• Examples of policies and guidelines that have been developed in gaming and hospitality enterprises when adopting AI
• The steps involved in creating and approving organizational AI policies, from development and stakeholder review to legal and compliance oversight
• How these guidelines can protect privacy, accountability, guest and employee trust, and sound decision-making

MODERATOR:

SPEAKERS:

Monday, May 3

10:00 - 10:30 AM

Morning Networking Break

10:30 - 11:30 AM

Casino Executive Roundtable: How AI Can Help Improve Profitability & Revenue

Artificial Intelligence can help enterprises protect profit margins, improve efficiency, and identify potential problems before they become costly.

Panelists will share:
• How AI helps teams identify issues and automate processes, such as spotting unusual spending, approving invoices, tracking inventory, and evaluating suppliers
• How AI helps leaders use data, forecasting, and analytics to make better purchasing, budgeting, and overall financial decisions
• Lessons on balancing AI-driven insights with human judgment and oversight

MODERATOR:

SPEAKERS:

Monday, May 3

11:30 AM - 12:30 PM

Introducing AI Into the Workforce While Maintaining a Positive Company Culture

Attendees will gain insight into how executives guide AI adoption within their enterprises, prepare employees, develop skills, and support new ways of working. Bringing Artificial Intelligence into gaming and hospitality takes more than choosing the right tools. The variety of operations within these enterprises all have different workflows and staffing needs.

Panelists will share how to:
- Decide where AI makes sense and adapt it to different operations
- Rethink workflows and communicate change
- Train employees to use new tools in their day-to-day jobs
- Build trust and adoption
- Create a positive workplace culture in the adoption process

MODERATOR:

SPEAKERS:

12:30 - 1:30 PM

Networking Lunch

Monday, May 3

1:30 - 2:30 PM

How AI Is Helping Casinos Create More Connected Guest Experiences

Artificial Intelligence can help casinos create a smoother, more connected guest experience through a single platform. Automating guest outreach, answers to questions around the clock, event attendance management, and team visibility into every interaction.

Panelists will share:

- How they have integrated these AI-driven technologies to create a seamless experience across digital and in-person communications
- The successes and challenges of these implementations
- How technology continues to evolve in this area to respond to the needs of gaming and hospitality as they adopt AI

MODERATOR:



Scott Nicholson
Senior Vice President of Strategic Partnerships
Imagine This

SPEAKERS:

Monday, May 3

2:30 - 3:30 PM

How Artificial Intelligence Is Changing Casino Marketing and Player Loyalty Gifting Programs

AI can help casinos better understand player behavior, deliver more relevant offers, and improve marketing performance. Panelists will share:

- How AI is being used to enhance already successful gifting programs
- How AI can support audience segmentation, campaign optimization, loyalty programs, and personalized promotions across digital and traditional marketing channels
- AI best practices for increasing engagement, driving repeat visitation, and improving marketing return on investment
- The benefits and challenges that these technologies have produced for casinos that are adopting them

MODERATOR:

SPEAKERS:

3:30 - 4:00 PM

Afternoon Networking Break

Monday, May 3

4:00 -5:00 PM

When Hiring Isn't Enough: Filling Workforce Gaps with AI, Automation & Robotics

For gaming and hospitality enterprises, finding enough people to staff every part of the operation can be an ongoing challenge across all operations. The conversation will cover how Artificial Intelligence, automation, and robotics can help address staffing shortages and support employees.

Panelists will share:
• How AI is creating new options like automated food preparation and service, room deliveries, luggage and linen transport, cleaning, bartending, guest assistance, and electronic table games
• Where these technologies can realistically make a difference (e.g., rural and remote markets)
• How jobs and workflows may change
• How employees can work alongside new technology
• Where personal service and human connection remain essential

MODERATOR:

SPEAKERS:

Monday, May 3

5:00 PM

Day One Concludes

5:30 - 6:30 PM

Welcome Reception

Join us at the close of Day 1 for a quick drink and appetizers before dinner. Unwind with colleagues and peers while building new relationships and sharing highlights from the opening sessions.

Tuesday, May 4

8:00 - 9:00 AM | **Registration and Networking Breakfast**

9:00 - 9:45 AM | **Case Study TBD**

MODERATOR:

SPEAKERS:

Tuesday, May 4

9:45 - 10:30 AM

Case Study TBD

MODERATOR:

SPEAKERS:

10:30 - 11:00 AM

Morning Networking Break

Tuesday, May 4

11:00 AM - 12:00 PM

Using AI to Protect Your Gaming Operations from Cybersecurity Attacks

Participants will gain a better understanding of how Artificial Intelligence can help reduce cybersecurity risk, improve response efforts, and strengthen resilience in their organizations. AI is helping IT security detect threats earlier, secure AI deployments, manage AI-related risks, and automate incident response.

Panelists will share:
• Real-world examples of cyberattacks such as systems going down and forcing casino operations to switch to cash only and disruptions in Wi-Fi, phones, electronic door key systems, new players club enrollments, and other services
• New AI-driven cybersecurity practices that have improved outcomes
• Lessons learned from incidents and strategies that did not go as planned, their impact, and the steps organizations took to recover and restore operations

MODERATOR:

SPEAKERS:

12:00 - 1:00 PM

Networking Lunch

Tuesday, May 4

1:00 - 2:00 PM

Smarter Surveillance Can Help Build Casino Poster Brand & Mitigate Risk

By investing in smarter surveillance and other physical security technologies, gaming enterprises can help protect not only their image but also their guests, employees, and property—while reducing reputational risk that can have a negative effect on revenue. Since even a single incident can impact guest loyalty, AI is helping security teams identify threats earlier and respond faster.

Panelists will share:
• How AI can search surveillance footage, recognize unwanted people and vehicles of interest, detect weapons, monitor crowds, identify possible fraud or theft, and support investigations
• How security teams are maintaining human oversight and privacy protections in using these new technologies
• How some casinos are using products such as drones and robotics to increase security

MODERATOR:

SPEAKERS:

Tuesday, May 4

2:00 - 3:00 PM

AI Can Support Faster Communication & Solutions Across Gaming & Hospitality Operations

When information does not move quickly across all casino operations, guest requests can be missed, maintenance issues can linger, service problems can escalate, and handoffs can fall through.

Panelists will share:
• How AI can help by translating staff conversations in real time, capturing and organizing information shared during a shift, identifying recurring issues, and analyzing guest feedback to help teams understand what needs attention and act on it faster
• How these tools can improve coordination between frontline teams and management, turning everyday communications into useful information that helps keep casino and resort operations moving

MODERATOR:

SPEAKERS:

Tuesday, May 4

3:00 - 4:00 PM

Panel TBD

MODERATOR:

SPEAKERS:

Tuesday, May 4

4:00 - 4:15 PM

EXHIBIT RAFFLE DRAWING

- **Winners Must Be Present To Win**

4:15 PM

2nd Annual Tribal Casino Artificial Intelligence & Technology Conference Concludes