

The Point Casino

AVIGILON
THE BEST EVIDENCE™



Challenge

Meet industry regulations, boost onsite security, and protect tribal assets against theft and fraud.

Solution

The Point Casino uses Avigilon HD 2 MP cameras to monitor game tables, slot machines, the cashier cage, vault, soft count room, and main doors at 30 frames per second. The casino manages the system using the Avigilon Control Center network video management software (NVMS) with High-Definition Stream Management™ (HDSM) technology. With 46 Avigilon analog video encoders they are able to improve the performance of their existing analog-based cameras and they also store up to 21 days of video footage on their Avigilon Network Video Recorders (NVR).

Benefits

The Avigilon system helps The Point Casino meet tribal, state, and federal requirements for casino operations while delivering fast and accurate incident resolution. The Avigilon end-to-end surveillance solution provides superior image quality and ensures high-level performance and reliability while dramatically expediting searches. A key benefit for The Point Casino was Avigilon's ability to integrate with critical security systems such as access control and panic alarms. By installing a solution with superior image quality it helps attract new guests and demonstrates The Point Casino's commitment to customer service.

- Investigations resolved **15 times faster**
- **Cost effective transition to high-definition**
- **Broader coverage with fewer cameras**

Market: Casino

Location: USA

Partner: SSI

Featured Products



ACC Software



2 MP HD Camera



Analog Video Encoder



Network Video Recorder



The Point Casino Meets Mandatory Tribal, State, and Federal Requirements with Avigilon High-Definition Surveillance System

Located on the Port Gamble S’Klallam Tribe reservation in Kingston, Washington, The Point Casino features an impressive 650 gaming machines, 12 table games, a restaurant, deli, and event hall for 700 people. To create a safe and welcoming environment for the casino’s 1,000 daily guests, the Port Gamble S’Klallam Tribal Gaming Agency used the Avigilon high-definition surveillance system at The Point Casino to meet the stringent requirements of the Washington State Gambling Commission (WSGC) and National Indian Gaming Commission (NIGC). To protect tribal assets at The Point Casino, the Avigilon system was used to boost onsite security and protect against theft and fraud.



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The Move to High-Definition

To better meet its patrons’ needs and attract new guests, the Port Gamble S’Klallam Tribe recently replaced the old Point Casino with a brand new 38,000 square foot facility that offers additional amenities, expanded gaming options, and a larger parking area. “The construction of the new facility offered the perfect opportunity to upgrade from our old analog-based surveillance system, which was obsolete, to something more innovative,” said Linda Helm, executive director at the Port Gamble S’Klallam Tribal Gaming Agency. After looking at several surveillance systems over a six month period, the Tribal Gaming Agency was unsatisfied. “Then SSI, a provider of surveillance system design, installation, and service, walked in our doors and showed us the Avigilon high-definition surveillance system – we were blown away,” added Don Purser, operations manager for the Port Gamble S’Klallam Tribal Gaming Agency. “The Port Gamble S’Klallam Tribal Gaming Agency wanted a robust surveillance system to help meet industry requirements while staying within their budget,” explained Todd Flowers, SSI President. “Delivering superior image quality and powerful management tools, the Avigilon high-definition surveillance system offers the best value for the money.”



An End-to-End Solution

Mandated to ensure that all games and cash-handling areas are monitored at all times, the agency wanted an end-to-end surveillance solution that included the Avigilon Control Center software, cameras, and Network Video Recorders to ensure high-level performance and reliability.

The agency installed Avigilon HD 2 MP cameras to cover game tables, slot machines, the cashier cage, vault, soft count room, and main doors and installed 46 Avigilon analog video encoders to improve the performance of its existing analog-based cameras which monitor the employee offices, cafeteria, and parking lot. The system is managed using the Avigilon Control Center network video management software (NVMS) with High-Definition Stream Management (HDSM) technology and is monitored live around-the-clock from the control center located in a separate building. With HDSM, the Tribal Gaming Agency uses Avigilon Network Video Recorders (NVR) to effectively store up to 21 days of continuous video footage. “Because casinos are required to record all the time, the amount of storage needed can be a lot. Avigilon delivers 21 days with minimal storage requirements – it’s amazing,” noted Purser.

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Fewer Cameras to Meet Standards

“The zooming capabilities, image clarity, and advanced search and playback features of the Avigilon Control Center software help us capture the smallest detail to better protect guests and secure assets to meet strict industry requirements,” affirmed Helm. The Tribal Gaming Agency recently had to request a variance to part 542 of the NIGC Minimum Internal controls, which required two cameras at each roulette table – one to cover the overall layout and one focused exclusively on the roulette wheel. “I only need one Avigilon HD camera to capture multiple images for broader and more detailed coverage at a significant cost savings,” stated Purser. The casino tried using other cameras, but was unable to achieve the image clarity needed. “Our surveillance capabilities are just as sophisticated, if not more, than a lot of the big casinos that have invested in the more expensive PTZ cameras.”



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Advanced Search Functionality

The Tribal Gaming Agency has been impressed with the advanced search and playback capabilities of the Avigilon Control Center software, which has dramatically improved their investigative success. “After a short training session, we are now experts in the system, which is much easier to use than our previous analog-based solution,” commented Purser. “Events that used to take five or six minutes to pinpoint can now be found in less than 20 seconds.” Another great feature is that the Avigilon Control Center software automatically plays back a 30, 90, or 120 second timeline to expedite a search – a tool that is particularly valuable at the gaming tables. “If a guest claims to have made a \$20 bet and we only paid out \$5, we simply have to pull down the menu, hit the correct timeline, and see exactly what happened.” The casino can now resolve these issues 98 percent of the time.

Integrated Security

Another great feature of the Avigilon high-definition surveillance system is that it easily integrates with other critical security solutions at the casino, including its access control systems and panic alarms. “If a cashier pulls the panic alarm, an alert is immediately sent to the Avigilon system, which automatically pulls up an image of the scene,” explained Purser. Previously, staff had to determine which panic alarm was pulled and which camera to look at, delaying response times. “Now, we can automatically see what is happening and respond more quickly and with greater accuracy.” Audio recording in the soft count room, where money from the slot machines is counted, is played over the workstations as well, offering another layer of security. The soft count and armored vehicle entrance doors are also wired into the Avigilon system, so that surveillance staff knows who is entering and exiting these restricted areas.



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Broad Coverage on Budget

The Port Gamble S’Klallam Tribal Gaming Agency is confident it has invested in the most advanced surveillance system available to capture the image clarity needed to meet mandatory tribal, state, and federal requirements. “Our old system was slow, difficult to use, and unreliable, making it difficult to reach the level of surveillance we needed,” concluded Purser. “By deploying the Avigilon high-definition surveillance system, we can ensure broad coverage of the casino with fewer cameras, helping us maintain standards and stay within our budget.”