



Gaming Solution Overview

With casinos, hotels, restaurants, and stores, gaming operations are now popular entertainment centers that attract large crowds and often have substantial amounts of cash on-site. Security is not only a major concern but has also become very complex at these destinations. With 1,000s of video devices, motion detectors, fire alarms, ticket redemption, cash machines and slot machine sensors, obtaining a complete view of a situation, coordinating personnel and reacting in real-time is extremely difficult. As a result, gaming organizations are looking for ways to obtain a complete situation assessment in real time to reduce the likelihood of dangerous events by identifying these potential situations before they become a problem and endanger property or life.

Challenges

The command centers within gaming organizations face a number of surveillance and security related challenges including:

- Managing thousands of legacy video devices associated with numerous video recorders and only a handful of people available for monitoring the surveillance video
- Monitoring, interpreting, and acting on data from casino comp and player systems, slot machines, ATMs, and point of sale machines
- Keeping up to date with frequent floor plan changes
- Consolidating command centers and their associated data across properties

As a result of these challenges, many entertainment centers are beginning to leverage a new generation of software technology that enables the collection and correlation of data from any number and type of security and surveillance applications to provide a complete view of a situation across their property. This technology, classified as Physical Security Information Management or PSIM enables gaming organizations to have a complete view all surveillance and security applications so the correct diagnosis, prioritization, and actions required to automatically or manually resolve a situation are executed in real time.

Solutions

VidSys is the leader in Physical Security Information Management (PSIM) software; a situation management solution designed and optimized to integrate and analyze information from legacy as well as newly installed physical security devices and systems, and presents the necessary data to resolve the situation in real time. VidSys's solution provides organizations with all the necessary tools for situation management – data collection, verification, analysis, resolution, and tracking – making it the only complete PSIM solution on the market today.

The VidSys PSIM product family includes three components: VidShield™, RiskShield™ and the Open PSIM Platform™. The Open PSIM Platform is based on a one-of-a-kind open software architecture that is the backbone of all VidSys solutions.

This powerful functionality enables organizations to leverage any number and variety of disparate physical security and surveillance assets as they are set up today to create a complete view of the situation.

The RiskShield application enables integrated situation management. Situations are prioritized allowing operators to view all the critical details necessary to resolve the situation in real time. This includes live and recorded video, alarms and events from all security devices and systems, map views of alarms and activities and action plans and assets for resolving the situation.

The VidShield application is a multi-vendor video management solution that facilitates centralized utilization and management of deployed video assets and the selective presentation of live and recorded video streams. Video inspection is typically used for immediate, remote verification (or dismissal) of situations once they have been presented.

Together the Open PSIM Platform, RiskShield, and VidShield provide a complete situation awareness and management solution that allows gaming and casino businesses to effectively manage any security, business related, or emergency situations in real time.

PSIM in Action

A Hotel Fire

In a gaming organization with a hi-rise hotel, a PSIM solution can enable the quick identification and resolution of a building fire that could significantly damage the hotel, injure guests and employees, and cost the center millions of dollars in repairs and lost room fees.

More specifically, if a fire alarm goes off on the 14th floor, the local fire and police departments were automatically notified. The VidSys solution can immediately identify the location of the alarm on a hotel map, enabling the command center operators to quickly bring in to view the closest cameras. After verifying the fire and exact location within the hotel, the fire department can be notified thru the application with more detailed information – this time the information is dispatched directly to their mobile data terminals. Elevators to the floor may be locked down from within the application.

Based on business rules, the solution provides the operator with specific instructions on how and what message to announce on the hotel speakers so that guests have the information and instructions needed to safely exit the building. All video cameras within the various stairwells may be used to monitor the traffic and safe exit of people out of the building. Lastly, as the fire and police personnel reach the building, the solution can be used to “view a tour” of the building to locate any people still within the hotel.

Blacklisted Casino Guests

A gaming organization may use VidSys’s PSIM solution to identify and track individuals within their casino that are blacklisted and therefore not welcome on the property. After receiving a signal from a floor boss of a potential blacklisted individual, a command center operator can use multiple digital and analog video camera feeds in conjunction with stored

pictures of blacklisted individuals to determine if there is a match. Upon identifying a match, floor personnel may be notified of the positive match on their hand-held devices, and escort the individuals out of the casino.

With a powerful feature called Virtual Tracker, the subject can be tracked in real time as he or she exits the casino and moves among a network of security cameras. The video streams from multiple cameras are merged into a single screen view such that the primary camera view is displayed and views from the nearest cameras in each direction form a frame around it. Locations of the cameras involved are simultaneously displayed on the casino property map and operators can confirm when the individual has left the building.

Back Tracker, another feature within the application allows operators to go back in time using recorded video and review the footage of the individual in question entering the casino, moving through the gaming floor, and arriving at the location they were originally identified at to see if other individuals, potentially also blacklisted, are with the individual. This is also a powerful feature for automating the review of cash removal from ticket redemption and cash machines to ensure no theft took place.

As a result of using the VidSys solution, the gaming organization would be able to proactively minimize the potential threat – in terms of lost revenue and danger – these individuals pose to the organization.

Casino Comps

The VidSys solution can integrate with the casinos comp and player systems. With the flexible rule capability, protocol can be defined for managing and tracking the use of comps on the casino floor. For example, if one player receives more than 50% comps within a certain time period from the same casino

employee an alarm will be triggered in the command center. As a result of using the VidSys solution, identifying, investigating, and acting on suspicious behavior before a situation arises or financial loss occurs is possible.

About VidSys

VidSys is the leading provider of Physical Security Information Management (PSIM) software that allows organizations to resolve business and security situations in real time. Its Situation Management and Video Management applications are built upon its Open PSIM Platform™, which provides out of the box integration and analysis of alarms and events from a variety of security or surveillance devices (such as access control, RFID, video cameras/recorders, CBRNE systems, Fire Alarms and other sensors and security systems). VidSys has focused on federal, state and local government applications as well as enterprise settings in the transportation, gaming and financial services industries, where the software is being used in a number of the world’s largest unified command & control centers. Privately funded by Flybridge Capital Partners, Motorola Ventures, and JVax Investment Group, principal offices are located in Marlborough, Massachusetts and Vienna, Virginia. For more information, please visit <http://www.vidsys.com>.