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Security Products

Royal Caribbean Club Casino – Trinidad & Tobago

Tyco Security Products provided Royal Caribbean Club Casino at the Port of Spain with a robust security solution that combined exacqVision Professional VMS Software and exacqVision Network Video Recorders (NVR) with Illustra and American Dynamics cameras.

The Royal Caribbean Club Casino is a new facility that required a a state-of-the-art surveillance solution to secure and watch over slot machines, cashiers, players and money transactions. A hybrid system, with 64 cameras from Tyco Security Products' American Dynamics and

Access Control, Video, Location-Based Tracking and Intrusion. UNIFIED.

Illustra brands and exacqVision Professional VMS and Z-Series hybrid network video recorders, was installed to provide the safest environment possible with real-time video surveillance.

Introduction

The recently opened Royal Caribbean Club Casino is considered a very exclusive recreational facility where only club members can gamble. Located in a strategic area in Port of Spain, in the Republic of Trinidad & Tobago's capital city, this newly constructed facility required a surveillance system that would stay on budget, but still offer the highest quality images and ease of use.

The casino installed American Dynamcis and Illustra cameras to provide a clear view of activity throughout the casino.

The main objective of the casino surveillance system was to provide the casino's security team with the capability to watch over the casino floor while obtaining detailed images of the gamblers inside the premises, staff, cashiers and gambling machines. In addition, security managers needed to be able to pull up video footage quickly when they detected anomalies.

Martin Sabga, Managing Director of Consolidated Systems & Supplies Caribbean, the security systems integrator hired for the project, explained that the objective for this surveillance project was to ensure a safe environment for guests and employees, where all deals and money transactions are under control, at all times. In addition to monitoring the casino floor, the facility monitors the casino entrances and the parking lot.

To meet these needs, Consolidated Systems & Supplies Caribbean chose one unified video surveillance solution from Tyco Security Products. This solution created a cost-effective hybrid system that combined analog and IP cameras yet still enabled the customer to manage them both through a single VMS software. In all, the installation took only three weeks to be delivered to the customer.

Solution

The Royal Caribbean Club Casino installed 46 American Dynamics analog and IP cameras and 16 Ilustra 3-Megapixel cameras because of the high-resolution images they provide. These cameras were located over the gaming tables to provide a clear view of the gaming chips and every movement of the dealer and gamblers at each table. Another two 5-Megapixel fisheye cameras provide visual coverage of the entire floor. In addition, there are 36 Mini Dome and 8 Speed Dome PTZ analog cameras located throughout the facility.

The IP cameras record on an exacqVision Z-Series hybrid server that can be set to transmit at any rate and can accommodate up to 128 IP cameras as well as 48 analog cameras. The exacqVision hybrid solution presented a cost-effective way to utilize both analog and IP cameras on the same security system. This high

reliability network video recorder comes with 12 enterprise class, continuous duty hard drives. The RAID on the video server provides uninterrupted operation and video preservation. Therefore, the exacqVision recorder will continuously record during a single power source failure with its dual power supplies.

A control room displays video on four 42-inch monitors and four 26-inch call up monitors for continuous observation of all areas on the premises. exacqVision gives the security management team the ability to easily configure the system to conduct automatic tours of views the two operators in the control room to view all cameras at once or to choose a specific camera view for close observation.

In addition, the casino director is able to view live or recorded video images from casino floor by using the exacqVision mobile app. The mobile app also allows the casino director to view and respond to alarms and to also control PTZ cameras. Furthermore, employees can push suspicious camera views to the director's mobile app for immediate review and determination if action needs to take place.

Sabga, the system integrator, also highlighted the exacqVision feature, which allows the user to pull recordings with a few mouse clicks. This was important to the customer since it makes it simpler to verify transactions and bets when the tables are crowded and to ensure every win is legitimate.

Result

Working within a three-week timeframe, the integrator and the customer expressed their satisfaction with the ease of the installation. Another advantage of the system configuration is how every component of the

system integrated seamlessly.

With exacqVision the casino can pull recordings with a few mouse clicks to verify transactions and bets when the tables are crowded.

"Tyco Security Products was very supportive with the installation and configuration of the exacqVision Z-Series video recorder. Technical support representatives logged in remotely to supervise the equipment configuration and to provide advice on what settings were the best option for a better performance," explained Sabga.

Before handing over the system to the customer, the integrator held a training session to educate the casino's security staff on how to operate the system. Because the VMS solution is based on a point and click Windows-based software, it proved easy for the customer to use.

For the integrator, the major learning takeaway from this project was the combination between analog and IP technology, and how "easy it was to create a hybrid system, something that we were very skeptical about at first, but the close work with Tyco Security Products

allowed us to obtain a seamless integration" for the satisfaction of all parts.

Meanwhile, Alexander Calito, one of the directors at the Club Royal Caribbean Casino, described the system as "very intuitive" and said that the exacqVision recorder and VMS software features left "a very positive impression with the Security/IT Management team at the casino, because such characteristics create a completely integrated solution."

Calito also mentioned that "the project was conducted very professionally, executed on time and within budget." He said there are plans to expand the security systems in the future to incorporate the construction of a restaurant on the top of the building, which is the final phase in the completion of the entertainment center.

Finally, Calito states that the system is crucial to monitor critical areas, guests and staff on a daily basis, with notifications coming from the remote monitoring system if any situation occurs. "I would recommend Tyco Security Products to anyone who requires a complete security solution for their organization," he concluded.

The Customer – **Club Royal Caribbean Casino**

Club Royal Caribbean Casino is Trinidad's newest and most prominent casino, located in Port of Spain, the capital of the Republic of Trinidad and Tobago. The Club Royal Caribbean Casino offers a wide range of games, such as Blackjack, Rhum 32 and Roulette. The casino also boasts more than 140 slot machines.

The Solutions Provider – Tyco Security Products

Tyco Security Products is a unified group of the most comprehensive world-leading premium access control, video, location-based tracking and intrusion solutions in the security industry. Tyco Security Products conducts business in over 177 countries around the world, in multiple languages and employs over 2,800 employees globally, including research and development, marketing, manufacturing, sales, service and logistics teams in the Americas, Europe, the Middle East, Africa, and Asia Pacific. Our products, built by developers from all product disciplines, consistently allow customers to see more, do more, and save more across multiple industries and segments including healthcare, government, transportation, finance, retail, commercial and residential. Worldwide, Tyco Security Products helps protect 42% of Fortune 500 companies, transportation systems on five continents, 37% of the world's top 100 retailers, over two million commercial enterprises, thousands of students in more than 900 educational facilities, and over five million private residences.

The Systems Integrator – **Consolidated Systems and Supplies Caribbean**

With all-round integration capability in providing electronic solutions, Consolidated Systems & Supplies Caribbean (CSS) is a leading partner in designing, building and maintaining safety, security and intelligent building infrastructure. With a track record of serving the Caribbean market for more than a decade, CSS has worked with clients located on more than 10 islands from a range of industries.

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