

A Case Study by NICE

Club Hotel Casino Loutraki



CLUB HOTEL CASINO LOUTRAKI
CONFERENCE RESORT & CASINO

CUSTOMER NAME:

Club Hotel Casino Loutraki

INDUSTRY:

Hotel, Casino Resort

LOCATION:

Loutraki, Greece

BUSINESS NEEDS:

Hotel, Casino Resort security, safety, crime & terror prevention in all areas. Dispute resolution and investigation with the assistance of digital video & audio technology

SOLUTION:

NiceVision Digital video recording system managed by NiceVision ControlCenter application suite

RESULTS:

Increased surveillance department efficiency - 98% of all disputes are resolved, up from 89%

“The installation of NICE’s digital video recording system helped to streamline the surveillance & security operation and showed beneficial improvements from the first day. Thanks to NICE’s expertise in video technology, we are able to operate the surveillance department more efficiently, our success rate for solving disputes is now 98% and we have about 2500 incident monthly”.

ABOUT THE CLIENT

Open 24 hours a day, 7 days a week, Club Hotel Casino Loutraki is the top casino in Greece, and one of the largest and most successful in Europe. The Club Hotel Casino Loutraki is a joint venture between the Municipality of Loutraki (through Loutraki Casino S.A.) and the multinational holding company of Club Hotel Loutraki S.A., which is the administrator and chief investor in the Casino. Significant names from the Greek and international business world participate in CHL, such as Casinos Austria International (one of the largest investors in casinos internationally, with 67 casinos in 15 countries), Piraeus Bank, EFG Eurobank Ergasias, as well as Israeli companies whose holdings include, among others, six more casinos and chains of luxury hotels.



Additional details:

- 985,000 visitors / year
- 1600 employees
- 70 gaming tables
- 1000 slot machines
- 360 security cameras

THE CHALLENGE

The Club Hotel Casino Loutraki initially used an analog VCR system that became burdensome to maintain and operate. The VCR system became outdated and due to the growing demand of casino security, the efficiency of video security operations flagged.

The objectives of the casino were to streamline the entire CCTV system and restructure the operational workflow and video management, and make it efficient and effective. The system had to be approved and installed according to the regulations of the Greek Government Gazette which required a modern technology CCTV system with high audio and visual resolution, complying with a long list of compulsory specifications.

THE SOLUTION

The casino has installed NiceVision Pro, a product from the NiceVision Digital product suite, combined with ControlCenter suite products such as central management and remote control stations used in the surveillance rooms. Each station includes an analog monitor that operators use for real-time monitoring.

In a later stage, the control room will be running a full digital matrix easing the controllability and adding further enhanced user experience to the system. The system records real-time (25 fps) video images in full resolution (4 CIF) in all gaming areas, cash desks, reception and counter rooms, including synchronized audio – and also allows operators to switch audio separately to another channel on request. Other areas are recorded on the same system in a lower resolution and frame-rate according to their needs.

The system uses NICE's advanced MPEG-4 compression technology and stores 3.5 TBytes of data to hot-swappable RAID5 storage devices, providing a small system footprint in the server rooms and complying with the casino's 24/7 recording demands. Thus, the system had to be installed without any interruption of surveillance and security operations.

All sections were carefully designed and illustrated to abide easy maintenance and back trace of any system failures. Surveillance staff members were extensively introduced and trained on the system to achieve a smooth intersection between both systems.



"Initially, we brought in our operators to see if they could work the system. From the beginning, the NICE system was very user friendly and easy to work with, the operators liked working with it immediately. It is totally reliable, and includes an excellent backup concept for continuous recording. I was impressed with the customer service & support for all our needs from the NICE professional service team!"

*Duncan Harkness, Surveillance Director
Club Hotel Casino, Loutraki, Greece.*



NiceVision Professional
Gaming Solutions



NICE Systems

The expert in intelligent IP video Security, NICE maximizes the effectiveness of your security operations by enabling proactive security strategies. The NiceVision solutions suite integrates real-time analysis, IP networking, recording and management to enable automatic threat detection, event resolution and incident investigation. NiceVision suite is developed based on the C.O.R.E. concept: COMPLETE, scalable solution for any project size, OPEN; IT-friendly solution with easy integration to third-party equipment; RELIABLE solution presenting one of the highest resiliency capabilities in the industry; EVOLUTIONARY solution, which enables NICE customers an easy migration path from analog to IP based infrastructure.

NICE Systems (NASDAQ: NICE) is the leading provider of Insight from Interactions™ solutions and value-added services, powered by advanced analytics of unstructured multimedia content – from telephony, web, radio and video communications. NICE's solutions address the needs of the enterprise and security markets, enabling organizations to operate in an insightful and proactive manner, and take immediate action to improve business and operational performance and ensure safety and security. NICE has over 24,000 customers in 100 countries, including over 85 of the Fortune 100 companies. More information is available at <http://www.nice.com>.

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