

## Collaborative Effort Helps Pennsylvania Casino To Exceed Security Regulations



### EXECUTIVE SUMMARY

#### Customer Name

The Meadows Racetrack & Casino

#### Industry

Gaming/Harness Racing

#### Business Challenge

- Opening of a new \$175 million casino to be one of the largest on the East Coast
- Implement a state-of-the-art video security system
- Conform to Pennsylvania Gaming Control Board regulations
- Accelerate event monitoring and resolutions

#### Network Solution

- Employment of 1,000 Cisco Video Surveillance IP Cameras and Recorders
- Implementation of Stream Manager Software solution

#### Business Value

- Increased organizational standards for surveillance and event monitoring
- Reduced security threats
- Enhanced conformance to gaming regulations

### The Meadows Racetrack & Casino's Plans for A New Casino Required Advanced Technology Solutions for Video Surveillance

#### Business Challenge

Fulfilling its promise to design one of the east coast's premier casinos, officials from the Meadows Racetrack & Casino, of Meadowlands, PA, have opened a new, 350,000 square foot casino. The Casino, opened early April of 2009, was a major initiative for Cannery Casino Resorts, based in Las Vegas, Nevada. "The opening has been spectacular," said Bill Paulos, a principal of Las Vegas-based Cannery Casinos Resorts (CCR), which owns The Meadows. "Our entry into the market with The Meadows Racetrack & Casino, gives us a true destination entertainment experience that is drawing more visitors to southwestern Pennsylvania. It also enhances our desire to contribute to the economic development of the region."

The opening was completed under an aggressive timeline with multiple vendors involved, all coordinated to meet this exacting deadline. But prior to opening doors for the new casino it had to go through a rigorous inspection by the Pennsylvania Gaming Control Board. The Board's Office of Gaming Operations is required to perform pre-opening inspections of the casinos to ensure that the facilities are prepared in all respects to receive the public. These month-long inspections include a review of the casino's surveillance and security systems, cashier cages, count rooms, main vaults

and other secured areas of the facilities. In addition, the OGO observes the casino's employee training sessions and interviews department heads to make certain that all employees understand their respective duties as set forth in the PGCB's regulations.

With so many areas of the casino susceptible to fraud, theft, deception, and liability claims, it was critical for the Meadows to not only have a massive video surveillance system in place, it had to do it better than what had previously been accomplished, with greater speed and accuracy. The system had to monitor nearly every square foot of the facility, including the largest gaming floor on the east coast that hosted nearly 5,000 slot machines, and, be able to do it 24 hours a day, seven days a week, with a mandatory 30 days of recording, requiring 750 terabytes of storage. No easy task.

## Results

The lead vendor selected for providing this security solution was Data Systems Worldwide (DSW) of Woodland Hills, CA, who already had a working relationship with the casino developers. Their Las Vegas office had recently completed an installation of an entire video and IT security solution for CCR's flagship property, Cannery Casino, in Las Vegas. Their prior knowledge, along with their affiliation with the collaborative organization, 1nService, made them a logical candidate for the new video surveillance project in Pennsylvania.

Phil Mogavero, President and CEO for DSW commented, "Since our inception we have focused on overall excellence in the business solutions that we deliver. CCR has recognized DSW for its knowledge and expertise in designing, installing and supporting a comprehensive Cisco Video Surveillance and Monitoring solution, on-time, and within their budget, by awarding us this contract." With the slated aggressive opening day of the casino looming large on everyone's minds, it was necessary for all vendors involved to work cohesively, from the construction crews, through the IT integrators, to the fit-and-finish teams. CCR's management made a strong, concerted effort, to utilize local construction companies to support the community, as well as narrow the build-out window. Consequently, many of the subcontractors were union shops, adhering to union regulations. DSW realized that they had two challenges in front of them; have a local team that could successfully integrate and implement their solution, but, additionally, work within the parameters of a union represented construction project.

## Solution

"The solution for us was an easy one. We turned to our local 1nService partner in Pittsburgh, Network Access Corporation (NAC), to assist us with this installation. NAC was a perfect fit for us because we shared all the same competencies, project management skills, and experience in security solutions. An added benefit was the fact that NAC had all the necessary labor credentials to alleviate any overlap concerns and restrictions." adds Mogavero. With a team assembled, and a Project Manager assigned, the two companies worked collaboratively to install and integrate 1,000 Cisco Video Surveillance cameras, along with Cisco's Stream Manager Software, crucial for a large scale video surveillance installation such as this. The Cisco solution was specified because it offers network-centric video surveillance software and hardware that supports video transmission, monitoring, recording, and management, allowing DSW to build a best-in-class video surveillance system that optimizes price, performance, and function. Through the Cisco ICE architecture, video can be accessed at any time from any place, enabling real-time incident response, investigation, and resolution; recording events 10 times faster than before, and much more reliable than the naked eye.

DSW coordinated and managed the construction teams, utilizing their partner, Network Access, to work closely with the construction project managers in order to time their configuration and installation so that it was in sequential alliance with the overall construction build-out time frame. The installation of the video surveillance system required

DSW and NAC to coordinate with casino management and pinpoint the placement of the cameras, as well as the placement of IP gateways, matrix switching, routers, wireless or cabled device applications, mounting needs, and the overall interoperability of the solution. Each phase of the installation was tightly coordinated with the construction flow, and all the subcontractors integrated involved in the project.

“Working with DSW on this collaborative project was seamless. Because of our affiliation with 1nService, we have built an intimate relationship over the years, through meetings and events, that allows us to work together as one entity with complete confidence and trust.” adds Jim Barnes, CEO of Network Access. “Having a well developed relationship and strong knowledge of one another’s organization and skill sets, geography is not an issue for us. We simply look at the problem, roll-up our sleeves, and deliver a meaningful solution, it’s that easy.” By working together, DSW and NAC were able to control costs, deliver on-time, and provide a world class solution to the Meadows. The video surveillance system installed met the opening requirements of the PGCB, as well as allowing the Meadows to:

- Reduce capital and operational costs by enabling migration away from proprietary single-vendor implementations
- Increase value from video, which can be accessed and used by many users and applications
- Enable faster incident response, investigation, and resolution
- Require little to no retraining of operators with transparent migration to converged solution
- Provide 30 day storage of all video captures facility wide
- Increase productivity and service compliance
- Utilize a centralized administration tool for the management of Media Server hosts, Virtual Matrix hosts, cameras, encoders, and viewers

### Next Steps

DSW and NAC will continue to provide product support, maintenance and training to operators and technicians for the current installation, as well planned expansion for the Meadows. A future opportunity is to provide an Ethernet solution for the 5,000 proposed slot machines.