



Success Story



South Point Hotel Casino and Spa

Security operations simplified and streamlined

Today casinos use security in an effort to ensure the safety of their guests and to protect the casino's assets. Typically security efforts are divided between a physical security force that patrols the property and are available to assist when incidents occur, and the surveillance department, which monitors the property real-time to protect the casino's assets, guests being one of the most important. The surveillance department is responsible for managing a tremendous amount of video (currently 230+TB) due to the number of cameras they support and government-mandated requirements. Due to the sheer volume of video, it can be difficult to locate a file previously saved under non-specific file names, unless the Surveillance Agent directly recalls the event. South Point Casino Hotel and Spa recently partnered with Insight Video Net to undergo an intensive market evaluation of their flagship product, CMS Flex (Central Management System) to supplement their Pelco® Endura video surveillance system. This partnership allowed Insight Video Net to garner valuable insight into the real-world gaming environment to help them expand their knowledge to supplement their extensive public safety experience.

Customer Background

The South Point Casino Hotel and Spa in Las Vegas is a premier property designed by long-time casino owner and operator, Michael Gaughan. The hotel's light and spacious interiors were inspired by Southern California cities such as Santa Barbara, San Diego and Pasadena. Old world architectural details were also incorporated into the property's design and are reminiscent of Mediterranean and Mission styles found along the Pacific coast. The resort boasts over 2,150 guest rooms, a spa, restaurants, a 16-screen movie complex, bowling alley, exhibit halls, and the South Point Equestrian Complex, home to some of the most prestigious equestrian events in the world. Keeping watch over this diverse property required a video system equally as diverse. As in all gaming environments, protecting people and property is their primary objective. Moving toward that goal, South Point employed 1,200 cameras (both analog and digital) across the property, and the state-of-the-art Pelco Endura video system in their surveillance room.

Business Need

Managing the substantial amount of video that was being collected at South Point became an increasing challenge. As time passed, and more incidents were recorded, South Point found it more difficult to track, manage, and easily locate all their video files. All archived video was kept on a multi-terabyte server called "the vault" that all Surveillance Agents could access. When an Incident Report was required, a report document was created and backed up on a separate system. When an incident needed to be recalled, the Surveillance Agent downloaded the file and exported the clip to DVD or CD. Finding a specific archived incident meant manually searching through thousands of files and associating a file name that was descriptive enough to provide details about the incident. This manual process was becoming increasingly more problematic as the more information they collected, the harder it was to locate information. In addition, the separate silo's of information required information to be pulled from separate locations.

"Taking into consideration the enormous amount of digital data we're dealing with here at South Point, Insight Video Net's CMS Flex offers us the opportunity to efficiently store and accurately manage terabytes of data in a responsible manner. I feel that as digital recording systems reach 3-7 years of longevity, the sheer amount of data will overwhelm the end user unless a solution like CMS Flex is implemented."

~Ben Wilks, Chief Surveillance Technician, South Point Casino

www.southpoint.com

Our Partners

Insight Video Net partnered with security industry leader, Pelco to deliver this solution into an existing Pelco Endura system supporting 1,200 cameras.

Pelco
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Solution

Insight Video Net clearly understood the video management challenges that South Point faced. Their extensive experience in the public safety environment gave them plenty of background managing video from both mobile and fixed environments. To better understand the gaming customer's needs, Insight Video Net set up a pilot at the South Point location. The initial configuration was designed so that the Surveillance Agents would move all their video captured from the Pelco Endura client software to the CMS Flex. Once moved over, the agent would be able to add tags and associate the video to the appropriate folders as desired. Although this solution was an improvement to current operational procedures, South Point requested to limit the amount of manual steps.

Insight went back to the drawing board, and with the direction of South Point and support of Pelco, set out to develop an automated solution that would reduce the number of manual steps and streamline video management from the Pelco Endura client to CMS Flex. The result was the development of the Pelco Asset Extractor. When a video clip needs to be archived, the Surveillance Agent is able to accurately adjust the start and stop time of the event directly from the Pelco Endura client software and add important metadata tags.

When fully integrated, agents will be able to log in to the system at the beginning of their shift and when an agent needs to retrieve a file for any reason, they can search using the search functions in CMS Flex. And because the native Pelco Endura format (.PEF) has not been altered in any way, the video is always validated and an audit trail can be generated to show everything that occurred throughout the life of the file.

Another benefit of the solution is that when the Surveillance Agent needs to recall information about an incident, they can search using not only by incident

number but by other metadata entered in by the agent and immediately locate all video, photos, audio, and documents related to the incident within seconds.

CMS is capable of storing video in pre-configured folders based on video tags an agent uses to classify video when extracted

there is a central ingestion point for all digital information. With each passing year, as the number of digital assets increases almost exponentially, CMS Flex takes control and helps the surveillance department do their job more effectively and efficiently and more quickly serve their customers.




and stored. Although South Point currently does not employ the use of folders, there are plans to fully implement new folder configurations to CMS Flex by the end of the year. The system could be configured so that agents have the right to see all department files, burn DVD's, save video, review video, take snapshots of the video, among other rights. Folders could also be set up so that when an agent enters a key word (i.e. eviction, property damage) in the Pelco Asset Extractor, the files could be associated to these folders automatically in CMS Flex.

Benefits of the Solution

The new CMS Flex solution has improved the operations of the surveillance department by implementing new tools for video management. It will also improve the efficiency of the department by relating files to incidents and being able to recall all information related to an incident in one simple query and have that information available immediately. In the past, separate technology was required to ingest video, photos, or audio files. With CMS Flex

“I was fortunate enough to assist in the installation and inherit a Pelco Endura digital recording enterprise system to administrate. This state-of-the-art system was initially designed by Scott Beck (Current Surveillance Technical Manager of Boyd Gaming Corporation) and Rich Costa, Surveillance Director at South Point. Taking into consideration the enormous amount of digital data we're dealing with here at South Point, Insight Video Net's CMS Flex offers us the opportunity to efficiently store and accurately manage terabytes of data in a responsible manner. I feel that as digital recording system reach 3-7 years of longevity, the sheer amount of data will overwhelm the end user unless a solution like CMS Flex is implemented.” said Ben Wilks, Chief Surveillance Technician at South Point.

By engaging Insight Video Net, South Point Hotel Casino and Spa acquired an enhancement to their existing system that has helped them streamline and simplify their security operations. 

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