

THE HOUSE WINS AGAIN WITH MAXPRO®

Case Study

**MUCKLESHOOT TRIBAL
GAMING AGENCY,**
SURVEILLANCE DIRECTOR
Steve Allensworth

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Honeywell

OVERVIEW

Video surveillance within the gaming industry is different. The stakes are higher when you factor in the challenges: cheating at the tables, fights that might break out on the floor, large numbers of people moving constantly, cash exchanging hands, and of course, theft or criminal activity. Plus, there's the aging technology and growth to consider. Then there is the reporting.

Casinos are heavily regulated by both the federal and state governments. The Muckleshoot Casino in Auburn, Wash., works with the Muckleshoot Tribal Gaming Agency and the Washington State Gambling Commission on regulation requirements.

BACKGROUND

Muckleshoot Casino opened in April 1995 and is owned and operated by the Muckleshoot Indian Tribe. The Tribe's membership comprises descendants of the Duwamish and Upper Puyallup people who inhabited Central Puget Sound for thousands of years before non-Indian settlement. Today, the United States recognizes the Muckleshoot Tribe as a tribal successor to the Duwamish and Upper Puyallup bands from which the Tribe's membership descends.

Since opening in 1995 in a 13,000-square-foot tent, Muckleshoot Casino and Muckleshoot Bingo has undergone several successful expansion and improvement projects. Today, it is the premier entertainment destination in the region and still growing. Its expansion plans include an 18-story, 400-room luxury on-site hotel, a 20,000 square-foot technologically advanced events and conference center with seating capacity of 2,000, dining destinations, and an additional 10,000 square feet of additional gaming space.

These expansion plans posed a significant question: how does the property manage multiple security systems that weren't intended to work together?

SOLUTION

With a need for better integration, Muckleshoot deployed Honeywell's MAXPRO NVR Software, a flexible, scalable and open IP video surveillance system to manage its more than 1,100 cameras across its two gaming properties. Supporting Honeywell's high definition (HD) cameras and broad integration with third party IP cameras and encoders, the MAXPRO NVR family offered the Muckleshoot Tribal Gaming Agency a powerful HD IP recording and security monitoring system that can address current and future needs. Specifically deployed in this solution was: MAXPRO VMS 1800 channels, MAXPRO NVR v5.6 recorders, 1800 Equip® Series IP cameras including IR PTZ, license plate recognition and more.

"With the MAXPRO software we're able to address the high priority items first like the ability to manage more cameras per server," says Steve Allensworth, director of surveillance, Muckleshoot Tribal Gaming Agency. "That was a major plus – we're able to condense a lot of space, move off the old analog system and we expect to use less energy running the equipment as well as improve the cooling of the server rooms"

Allensworth has deep experience in the security and surveillance for the gaming and entertainment industry. He has worked for the Tribe for 11 years and previously taught introduction to surveillance and surveillance management at the University Nevada of Reno for eight years.

"Products are products – nothing works perfectly out of the box," Allensworth says. "The beauty of MAXPRO, though, was that it was capable of being adapted quickly to our needs. That adaptability and the support from Honeywell and their integrator, SSI (Surveillance Systems Incorporated), was a true differentiator. They were attentive and responsive to our needs. Honeywell made the decision for us easy."



The existing enterprise Network Video Recorder (NVR) and analog cameras at Muckleshoot Casino and Muckleshoot Bingo were upgraded to IP and located in different quantities based on specific need. Table games and cash handling areas have the largest equipment concentrations with multiple cameras employed to watch the tables, whereas a walkway requires fewer. Cage activity requires a large number for a small area because of the cash being handled.

The MAXPRO deployment began in February 2018 and working with integrator SSI, new video management systems were installed and a broad network reconfiguration took place. The flexibility of MAXPRO allowed Muckleshoot to maintain its old system while the new system was deployed. Honeywell worked with Allensworth and his team to ensure they had the right training and tools to keep both networks running.

BENEFITS

Unlike a facility like a warehouse where you need an overview of processes, in a casino there are often areas where it is not always suitable to fit a camera. Technology like Honeywell's HD 360 IP Camera closes a lot of the gaps with its embedded PTZ control that allows the users to control the part of the 360o view to focus on. A casino is almost like a small city – with constant movement and activity.

"It's about the data – in a casino, people are constantly moving. You need a seamless ability to follow them from point to point to review and conduct proper forensics when required. There's never enough people to monitor that amount of data, but these cameras become extensions of a person," Allensworth says. "Additionally, data from surveillance in regulated spaces protect the facility by enabling proper and efficient reporting. MAXPRO helps us avoid issues that couldn't be solved with the prior configuration. We can do things with MAXPRO that you simply couldn't do before."

The cloud-based MAXPRO system also removes the need for techs to be in the field as often to determine a problem. They do most of the troubleshooting from their desk. It has also enabled the surveillance techs to determine when and where they spend time.

"We know we're not the largest customer, but you wouldn't know that the way Honeywell treats us," he adds. "When we talk with them, we feel we are the only customer that exists, and isn't that how it always should be? At the end of day, the system will only be as good the people you put before and behind it. It's about the human element Honeywell brought to the table and knowing that we reinvested the Tribe's money in an effective and efficient system."

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