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Case Study | Resorts World New York

# Resorts World Casino New York Security Hits the Jackpot with High Accuracy & ROI with Incident Management & License Plate Recognition (LPR)

## Background



Jason Arnett,  
Director of Surveillance,  
Resorts World NY

Resorts World Casino New York City is New York's first world-class gaming casino is connected to the famous Aqueduct racetrack in South Ozone Park, Queens, and has played host to some of Thoroughbred racing's biggest heroes over the years. The 400,000 square foot facility features 5,000 video gambling terminals and electronic table games, including craps and other popular Asian dice games, and includes a 70,000 square foot event space for big-ticket events, providing guests with unique entertainment experiences and exquisite dining.

With approximately 1,300 employees, an average of 20,000 guests daily, and utilizing 6,500 parking spots, Resorts World New York has implemented state-of-the-art security and surveillance technology to ensure the safety and security of their facility, guests and personnel.

## The Business Challenge

Since opening its' doors in October 2011, Resorts World Casino continues to have solid growth and record revenues. With success, also comes the number of persistent security issues from both insiders and outsiders. The casino handles numerous security incidents every single day, including common incidents such as theft, unwanted banned patrons, personal injuries, vandalism, etc. Even a routine incident can often take an inordinate amount of manpower and, if not handled in a timely manner, could compromise business operations, services and potentially cause exposure to liability.

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The process of recording, tracking and reporting was a manual process which inhibited the investigation and reporting process. Information was inconsistent and not readily retrievable, and media files were often not associated with an incident. Compiling meaningful reports was a lengthy and onerous task, making it difficult to correlate events to identify areas of risk and to optimize staff allocation.


Jason Arnett, Director of Surveillance, Resorts World NY initiated the project to automate their security reporting, mitigate risk and improve efficiencies. Jason looked to iView Systems' gaming experts for an integrated security and risk management solution to automate their incident reporting, daily log, officer dispatch, and lost and found functions, as well as to identify and track employees and visitors.

## The Solution

With iView Systems' experience in the gaming industry and Resort World sister casino in Singapore using iView Systems technology for security and surveillance reporting, Mr. Arnett, looked to iView Systems' gaming expert Tony Day, Senior Account Executive, to map out their security and surveillance reporting needs. "They required an incident reporting and risk management system that would allow them to document all daily activity and incidents, including the ability to include supporting evidence such as media files to individual reports. Additionally, Resorts World required the capability to track all personnel and vehicles, as well as manage and control details such as lost and found items, visitor management, employee audits, document disputes and provide player analysis by surveillance," said Mr. Day.

## The Benefits

By deploying the fully integrated Incident Reporting and Risk Management solution, Resorts World is now well equipped to document, share and manage all of their security and surveillance information between necessary departments. Resorts World transformed their cumbersome manual processing into a high performance security risk management solution reaping real dividends which include:

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- **Automated Data Searching & Querying** saved 68hours/ month searching and compiling single or multiple search criteria with the ability to save standard daily, weekly, monthly customized report filters as required.
  - **Incident Reporting** produced a time savings of 76hours/ month with iTrak's central data repository providing detailed incident and advanced reporting statistics.
  - **Automated Identification & Notifications** of trespass/ banned subjects on property, saves processing time and aids police with evidence, resulted in a savings of \$10,133.76/year.
  - **Automated Dispatch Reporting** saved 182 hours/month.
  - **Structured Data Collection & Reporting** is simple, fast, accurate, date time stamped, consistent to reduce tedious, error-prone data entry, with documented audit trail is secure, searchable, instant statistical reporting and distribution.
  - **Incidents & Investigations** - Ability to capture complete story, video, scanned documents, external files, links to long term DVR storage, real time video capture, legal and procedural form automation (Use of Force, WSIB, Trespass).
  - **Segmented Views** all of incidents, correlates subjects, personnel and contact information.
  - **Cross-functional Communication** of incidents, BOLO's, as well as Shift and Personnel Briefings were vastly improved with speed and efficiency.
  - **Minimum Training** requirements provided for fast user readiness.

“We did not expect to see such significant benefits so quickly”, states Arnett. “By automating our security and surveillance functions, we have saved considerable man-hours reporting, searching and querying, not to mention the increased integrity of our data collected. We were able to realize full return on investment in just 4.5 months”.

“The security and surveillance staff immediately felt at ease using the software, given the simplicity and accuracy of the user interface. The software’s logical workflow allows us to collect and manage data and rapidly analyze and act, as well as identify trends and share reports with Executive Management.”

In addition to tracking and reporting incident and events, Resorts World has implemented a layered approach to detect, deter and resolve issues in a proactive manner.

The Visitor Management system, iPass®, checks in and monitors contractors and vendors/suppliers’ access to the property. With so many suppliers coming and going at all hours, the iPass system provides detail logs of visits and screens against watch lists, which aides with access, accountability and compliance. “We’re able to pre-register visitors and ensure contractors and suppliers are in compliance with licensing and insurance regulation, non-disclosure agreements in advance. Pre-registration can be online or we can register them as they arrive and identification badges are quickly printed using driver’s license,” states Mr. Arnett.

The License Plate Recognition system, iLPR® monitors vehicle activity by reading and identifying license plate numbers as they enter the property. “The iLPR® system has proved be a tremendous advantage to proactive security management measures by assisting security to deal with and intercept unwanted or known individuals who have been identified on the watch, ban or VIP list, before entering the casino” says Arnett. The license plate cameras automatically trigger a notification alert if a license plate match is found, and security or police services are dispatched to investigate. “The license plate recognition system is extremely accurate and provides a low-key and proactive approach without additional resources and enabled us to shift from reaction to prevention mode”, said Arnett. Resorts World NY works with the local police agencies to monitor suspicious vehicles and video footage provides law enforcement necessary documentation during legal action.



## Conclusion

“By automating and digitizing our security and surveillance data on one central reporting platform, we have achieved order, structure and control of our data, allowing us to shift from reactive to preventive measures”, said Arnett.

“The ability to have a complete briefing logs, complete with a full subjects history including media files and having the ability to share with our internal departments and outside networks using iGNet® has improved our communication and helps reduce potential losses or issues associated with advantage team play, shoplifting, fraud and other undesirables”, states Arnett.

“Resorts World New York have identified and embraced the holistic benefits of layering security and surveillance to incorporate the key cornerstones of people, process and technology into their security and surveillance framework. iTrak’s fully converged platform manages a multitude of transactions and tasks including incident, visitor and identification management. Resorts World New York is a model property implementing appropriate measures to safeguard the physical property and to minimize risks and operating costs through security layering,” states Mr. Day.

iView Systems is proud to work with Resorts Worlds New York to achieve a fun and safe entertainment facility, where their patrons can enjoy all the amenities the property has to offer

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# Identifying the Future<sup>®</sup>

## Products Installed at World Resorts New York:

**iTrak** : Incident Reporting &  
Risk Management Platform

**Gaming Module**

**Lost and Found:** Lost &  
Found Management Module

**iDispatch** Module

**iPass<sup>®</sup> Visitor Management**

**iLPR<sup>®</sup> License  
Plate Recognition**

**Personnel Data Importer**

**iLPR<sup>®</sup> License  
Plate Recognition**

**iGNet<sup>®</sup>**  
(Intelligent Gaming Network)

Incident Reporting | Risk Management | Identification Solutions  
Visitor Management | Responsible Gaming



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