

Case Study - BCLC

Obstacle:

With 19 Casino's spread over a 700 mile geographical area, real time information needed to be securely reported, tracked and shared throughout BCLC, while enabling the control of information viewed.

Solution:

A scalable and flexible end-to-end incident reporting and risk management software solution with embedded reporting capabilities to include incident/occurrence, self-exclusion, barred person, LCT and FINTRAC as well as game audits.



BCLC is a provincial Crown Corporation reporting to the Minister of Public Safety and Solicitor General through a Board of Directors. Its mission is to provide high-quality gaming entertainment in a socially responsible manner, generating income for the public good.

British Columbia Lottery Corporation (BCLC) has been entertaining British Columbians with exciting lottery, casino and bingo games that are fun, fair and good for the province. The mission of British Columbia Lottery Corporation is to provide high-quality gaming entertainment in a socially responsible manner for the benefit of all British Columbians. When BCLC reviewed their current need for a Casino Incident Reporting and Risk Management System, the focus was on a system that allows individual Casinos, Casino Service Providers (CSP) and BCLC to communicate with each other in real time.

With 19 casinos spread over a large 700 mile geographical area that spans two time zones, the Casino Incident Reporting and Risk Management System needed to have the capability of linking multiple sites to the corporation via a central server in real time, while reporting back to BCLC all activity on the system, with BCLC controlling all data. Reporting and Tracking was a big part of the technology goals in order to have an "end to end" solution. The system needed to be scalable to accommodate individual sites, and integrate future solutions.

The system needed a high degree of security, utilizing industry standard, proven methods and technologies, while giving BCLC the ability to assign access levels for all users, customize field names, and pull down menus. The capability of having password protection and having different levels of access and the ability for the access levels to be changed by BCLC Management only was a high priority on the list. With BCLC's progressive casino environment, reporting and tracking needed to be a large part of the system, such as lost and found items, assets, underage persons and self excluded individuals, all needed to be integrated in the one system. The reporting capabilities needed to range in flexibility to include: Incident/Occurrence, Self Exclusion, Barred Persons, LCT and FINTRAC, Game Audits, etc.

iView Systems Products:

iTrak Incident Reporting &
Risk Management

FINTRAC

iGWatch IP

The iTrak System was the answer for all of BCLC's requirements, while offering a complete "end to end" solution. The iTrak system delivers a comprehensive secure platform for daily log reporting, incident management and subject profiling, with the ability to provide complete investigation management, reporting, interview management, risk analysis and assessment, personnel, briefing log entries and more. iTrak delivers a quick, accurate analysis with comprehensive graphing and statistics, pinpointing liabilities and controlling losses and insurance costs. Its modular design enabled the purchasing of their needs; the gaming module delivers a complete standardized system for performing game audits, mini audits and player analyses.

The gaming module integrates seamlessly into the iTrak desktop, maintains existing iTrak security and drop downs, and includes user defined customizable fields. The iTrak Lost & Found module provided an answer to tracking problems with a complete integrated organized solution for maintaining lost reports and matching them against large found item databases. They can respond immediately to inquiries about lost items, including the ability to locate items by date, category, colour, material, manufacturer, serial number and location.

Contact:

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