

NEW YORK CASINO HITS JACKPOT WITH FULLY INTEGRATED SECURITY & RISK MANAGEMENT SOLUTION

» CUSTOMER

Resorts World Casino NYC,
New York, NY

» CHALLENGE

Manual methods of recording, tracking, and reporting utilized by the casino resulted in inconsistent or inaccessible information and inhibited the investigation and reporting process.

» SOLUTION

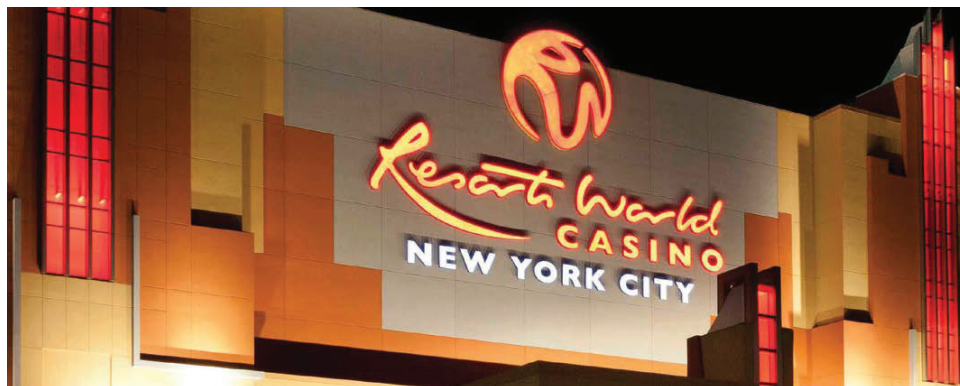
Omnigo's incident reporting and risk management software, incorporating Lost and Found, Officer Dispatch, License Plate Recognition, Visitor Management, Personnel, Gaming Audit, and Intelligent Gaming Network modules.

» RESULTS

By deploying Omnigo's fully integrated solution, Resorts World NYC has been able to transform its cumbersome manual processes into a high-performance security risk management system. The new platform has not only saved the casino valuable man hours but has also allowed its security and surveillance staff to shift from reactive to proactive measures.

Resorts World Casino New York City, located at the famous Aqueduct racetrack in South Ozone Park, Queens, became the city's first world-class gaming casino when it opened in October 2011. The 400,000 square-foot facility features 5,000 video gambling terminals and electronic table games, including craps and other popular Asian dice games. The venue is also home to a 70,000 square-foot event space for big-ticket events, providing guests with unique entertainment experiences and exquisite dining.

Since opening its doors, Resorts World Casino continues to have solid growth and record revenues. Success, however, presents a number of persistent security issues from both insiders and outsiders.



Resorts World NY turned to Omnigo for help implementing a user-friendly, high-performance security risk management system that is saving the casino thousands of dollars and man hours per year.

With approximately 1,300 employees, an average of 20,000 guests daily, and 6,500 parking spots on site, the casino handles numerous security incidents, including theft, unwanted banned patrons, personal injuries, and vandalism. Even routine incidents can require a substantial amount of manpower and, if not handled in a timely manner, could compromise business operations and services, and potentially cause exposure to liability.

The manual methods of recording, tracking, and reporting utilized by the casino were cumbersome and 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 arduous task, making it difficult to correlate events to identify areas of risk and optimize staff allocation.

“By automating security and surveillance functions, we’ve saved considerable man hours while increasing the integrity of our data, allowing us to realize full return on investment in just 4½ months.”

A SOLID RETURN

Jason Arnett, Director of Surveillance for Resorts World NYC, spearheaded the casino’s initiative to automate security reporting, mitigate risk, and improve efficiencies. Knowing Omnigo’s proven track record in the gaming industry—and its successful use for security and surveillance reporting at Resorts World’s sister casino in Singapore—Arnett turned to Omnigo for a solution.

Resorts World deployed Omnigo’s fully integrated incident reporting and risk management solution, transforming their cumbersome manual process into a user-friendly, high-performance security risk management system.

“Our security and surveillance staff immediately felt at ease using the software. Its simple, intuitive interface and logical work flow enables us to easily collect and manage data,” says Arnett. “Now we’re equipped to rapidly analyze events and take action, as well as identify trends and share reports with executive management. These solutions have improved communication and help us reduce potential losses or issues, including those associated with advantage team play, shoplifting, or fraud.”

In addition to implementing tracking and reporting software, Resorts World is taking a layered approach to detecting, deterring, and resolving issues at the casino. The License Plate Recognition module monitors license plate numbers as vehicles arrive and triggers notification alerts to allow security to deal with or intercept individuals identified on the watch, ban, or VIP list before they enter the casino. Similarly, Visitor Management checks in and monitors visitor, contractor, and vendor/supplier access to the property, providing detailed visit logs and screening against watch lists to aid with access, accountability, and compliance.

“Automating and digitizing our data on one central reporting platform has enabled us to achieve order, structure, and control. With this solution, we’ve been able to shift from reactive to preventative measures,” says Arnett.

Now equipped to efficiently document, share, and manage all of their security and surveillance information between departments, Resorts World is saving over 300 hours each month and more than \$10,000 per year. “We did not expect to see such significant benefits so quickly,” states Arnett. “By automating our security and surveillance functions, we’ve not only increased the integrity of the data we collect but were also able to realize full return on investment in just 4½ months.”

» RESORTS WORLD NY

New York City’s first world-class gaming casino, Resorts World NYC opened its doors in October 2011 and continues to have solid growth and record revenues. With approximately 1,300 employees, an average of 20,000 guests daily, and 6,500 parking spots on site, Resorts World New York is committed to ensuring the safety and security of their facility, guests, and personnel with state-of-the-art security and surveillance technology.

» OMNIGO SOFTWARE

Omnigo Software is the leading provider of public safety, incident reporting, & security management solutions for law enforcement, education, healthcare, gaming, hospitality, and other enterprises, offering easy-to-use and flexible applications that provide actionable insight for making more informed decisions. Omnigo solutions have helped law enforcement and security professionals increase staff productivity by up to 25%, reduce compliance risk, and show measured improvements in safety and security.