

## Chinook Winds Installs New Surveillance System



Chinook Winds Casino Resort in Oregon is an excellent example of how a gaming surveillance operation has been transformed following the installation of a digital IP video solution. The surveillance revolution was achieved when an end-to-end integrated 500-camera system from IndigoVision was deployed to replace the ageing analog/VCR equipment. The system was installed by Southwest Surveillance Systems – a system integrator specializing in the gaming sector.

For nearly four years the casino evaluated various IP video systems before finally finding the right solution. During the process, the casino discovered that they had drawn, as Abe Martin, Head of Surveillance describes, “a royal flush of project challenges – budget, space, power, cooling and load limits, all of which hindered our progress.”

“Although some were skeptical when we started looking for a digital solution that would fit our needs, IndigoVision met the challenge head on and exceeded expectations,” added Martin. “This can be seen through the reduction in the overall equipment footprint from 18 racks to only 4, which addressed many of the project challenges.”

Chinook Winds Casino Resort consists of a 24/7 casino, 227-room beach front hotel, fitness center, 18-hole golf course, six food outlets across the resort. As with all casinos, Chinook Winds creates one of the most demanding security environments that require the very best surveillance tools. IndigoVision is unique in offering a guarantee that delivers high-quality, full frame rate video without dropping a frame, under any conditions. This is fundamental to ensure that any fraudulent activity is detected and customer disputes are quickly resolved – an area in which the casino has seen significant improvement.

“Inconclusive reviews have dropped by nearly 50% since installing the new surveillance system, helping us to save money and improve our customer service,” continued Martin. “In addition, we have realized labor saving efficiencies gained through eliminating tape changes, improving incident response and lower maintenance.”

The casino’s security team uses ‘Control Center’ Security Management Software to view live and recorded video from all the cameras. The software provides the operators with a range of tools to quickly locate and analyze relevant video clips, which helps improve incident response. One of the most significant benefits is the increase in the number of live views that can be displayed compared to the original system. ‘Control Center’ is licensed on an unrestricted basis within the cost of IndigoVision hardware, allowing the software to be deployed for no more than the cost of a PC. This resulted in a 30% increase in the number of workstations used throughout the casino.

By installing transmitter/receiver modules, the casino maintained much of its investment in the original analog cameras. An additional 55 IndigoVision IP PTZ domes were also installed to increase coverage. The new system now allows the casino to record continuously on all the cameras, which was not possible with the old setup. Recording is achieved with IndigoVision Network Video Recorder (NVR) servers, which are configured with failover redundancy. The casino’s active retention period has more than doubled with the new archive storage. ♣

*For more information about Chinook Winds Casino Resort, visit [www.chinookwindscasino.com](http://www.chinookwindscasino.com). For more information about IndigoVision, visit [www.indigovision.com](http://www.indigovision.com).*