

IP video delivers improved casino security.

Megapixel HD cameras from Axis Communications allow for optimum security and total monitoring of gaming at Casino Gran Madrid Colón.



Organization:
Casino Gran Madrid

Location:
Madrid, Spain

Industry segment:
Casinos/Gaming

Application:
Safety and security,
remote monitoring

Axis partners:
Sensorvideo, Herta
Security, Heitel by Xtralis

Mission

When opening a casino there are many factors fundamental to its success that must be considered: its location, the design and decor of the rooms, gaming options, personnel, and of course, its security measures. Gran Madrid – a pioneer in the Spanish casino gaming industry that opened its first casino in 1981 – was seeking the most advanced technologies available for all aspects of its business, and thus began a selection process to upgrade its new casino with the finest equipment available.

Solution

Sensorvideo, a business known for its experience in the casino industry and an Axis partner, was selected to implement the new casino's security system. After an intensive six-month testing phase with video devices from nine manufacturers, Axis Communications was selected to provide the cameras after it was adjudged to offer the best performance at a reasonable price.

Result

Casino Gran Madrid Colón is the first casino in Spain with a 100% IP video system in place. It consists of more than 260 cameras covering all aspects of security as well as those related to gaming monitoring. The new casino opened its doors in December, 2003, in the central business district of Madrid. With almost 11,000 square feet authorized for gaming, the facility offers an interesting mix of gambling and amenities (including a restaurant with a Michelin star chef). It is open 365 days a year and has a 1,400-person maximum capacity.

“A casino environment places constant demands on a video surveillance system; however, some of the features of the cameras from Axis Communications, such as Lightfinder technology and megapixel HD resolution, deliver a level of image quality that’s substantially superior to what was possible with the cameras we were previously using.”

Ángel Pérez Alcarria, Director of Security, Gran Madrid Group.

Gran Madrid Group manages and operates gaming and entertainment complexes in Torrelodones (Casino Gran Madrid) and Benalmádena (Casino de Torrequebrada-Málaga). Its offerings are currently among the most full-featured in Europe in terms of table gaming and slot machines and the group receives an average of around 700,000 visitors per year. As a result of changes made in 2013 to the Madrid Casino Gaming Regulations, the group was granted a license to open a new establishment in the center of the city, something that had not been legally possible for over 90 years. After that, a process was started to select the most suitable location as well as the most advanced and innovative gaming machines available. Opened in December, 2013, the new Casino Gran Madrid-Colón occupies more than 43,000 square feet on four levels in a single building that was recognized by the College of Architects of Madrid in 2010.

For its video surveillance system the group called upon the expertise of Sensorvideo, a specialist in the casino industry, who was responsible for the selection and installation of all systems related to security and gaming monitoring (perimeter security, access control, video surveillance, etc.), in addition to those for use in public and employee-only areas.

The video system is composed of 264 Axis network cameras, primarily dome models from the AXIS P33 Series with Lightfinder technology, and PTZ dome cameras from the AXIS P55 and AXIS Q60 Series. For a casino, it is very important to have visual access to all areas with no blind spots or zones whatsoever that can be caused by a column or some other element that may impede the view of what is going on.

The system was completed with digital recorders and video management software by Heitel – designed to provide confirmation and verification of alarms and the remote control of devices – with applications for multiple control centers. In addition, a facial recognition system by Herta Security was integrated that facilitates rapid identification of anyone who enters the casino.

The video system’s usage scenarios are varied: one includes coverage of secure areas and the prevention of work hazards. For these applications the casino relies on exterior cameras to monitor the entire perimeter, others located at entrances providing access control, and cameras located in areas for personnel use only. The control center is connected to the system in Torrelodones, where the security team has the ability to remotely control the whole system.

The level of gaming control that the system enables is used not only for the monitoring of procedures and equipment, but also as a tool to provide transparency. Each day security personnel review around 40 plays on average, 12 of which are initiated by customer complaints. In the latter cases, the customer is invited to one of the control rooms prepared for the purpose where images of the play in question are reviewed. In these cases, the video serves as mediator, enabling resolution of any incident that may arise. With regard to the imagery accessed, in 80% of cases the issue is resolved using streaming video while 20% of the time it is handled by referring to recorded video.

Remodeling and construction costs for the first casino in the heart of Madrid’s capital totaled nearly \$23.7 million, and it has led to the creation of 450 new jobs.

