

Industry Solutions



Casinos have traditionally used large numbers of cameras. This is because casinos are extremely sensitive about smart fraudsters – those who find ways to cheat their system. Usually these cheats are very clever and experienced people and it takes a very experienced person watching the cameras to determine if a fraud is being perpetuated. The objective of the casinos is to keep a very close eye not just on the punters who come in to gamble but also on their own staff as the evidence shows that invariably there is some internal involvement in most fraud cases in these environments.

As such casinos put in hundreds of cameras looking down on virtually every gaming table. Although some companies have touted that they can detect fraud at casinos in fact it is very difficult to detect even for humans. The proverbial card up the sleeve trick (and its many variants) is very difficult to detect even by people who have worked in this business for many years. So the only solution is to have a human watching the gaming tables and as we have seen this is totally ineffective.

The experts employed to detect the fraud can only focus on a very small number of cameras – say those on a single gaming table at the casino. They use their experience to pick up minute gestures or moves made by the cheats that might reveal their activity. As yet commercially available Video Analysis systems

are not sufficiently sophisticated to pick up these micro gestures and hence this particular activity is best done by humans – indeed it can only be done by humans.

However there are a range of other applications that are relevant to casinos in addition to all the standard counting and behaviour analysis applications. One such application is the detection of the theft of chips from an unused gaming table. Apparently when gaming table is not being, it is left unmanned. Various chips, markers and other items are left on the table when it closed. These do have some intrinsic value and have been known to disappear. The experience of most casinos is that such thefts are usually committed by their own staff. Every one of these tables usually has a camera watching it when it is being used. This same camera can be used to detect the theft of these chips using an IQ 140 level theft detection system.

Casinos are in the business of providing good service and a memorable experience to their clients. For them a Facial Recognition system can be incredibly useful – as patrons return to the casino they are immediately recognized and personally greeted wherever possible. This simple act can differentiate a casino with ordinary service from one which provides extraordinary service

- Tangible benefits from Intelligent Video Analytics in almost every department
- More efficient and productive staff.
- Significantly improved safety, security and customer service.
- Comprehensive integrated systems (all video analysis systems work together in a common, easy to use interface)
- Incorporates the internationally patented Non-Motion Detection technology (the only system in the world that can cope with crowded scenes)
- Unique Nuisance Alarm Minimisation System (NAMS) that can handle complex environmental factors to reduce false alarms
- Light CPU usage and bandwidth requirements (supporting 25 cameras on a standard server)
- Cost effective solution
- Easy interface with external devices
- Open, flexible architecture using Edge-devices and/or PC-based systems
- Timely alerts and comprehensive reporting

See Through the Crowd



Casinos

Security

- Immediate identification of suspects/criminals using many-to-many facial recognition system.
- Theft prevention system to identify missing objects instantly even in a crowded environment. Immediate identification of the robbery and to automatically locate the robbers using facial recognition system.
- Detection of suspicious behaviours (e.g. man-down/fighting, loitering, running, crowd gatherings/formation etc). To IDENTIFY the culprits automatically using many-to-many facial recognition system.
- Graffiti and Vandalism detection
- Perimeter protection and to prevent intrusion for unauthorised access
- Prevent unauthorised access and tailgating – can apply tailgating and facial recognition system to heighten people access; use of License plate recognition system to heighten vehicle access.
- Immediate Alert for people who wear masks/ helmets when entering specific areas (e.g. near Cashiers, Money Exchangers or ATM)
- Recognition of suspicious activities determined by using a combination of video and voice recognition systems. Generate an alert for incidents like gun shots, serious car accidents and screaming sounds.
- Be able to link different events from a large number of cameras and to provide full picture and event association for immediate actions.
- Surveillance system health check to prevent camera tampering or sabotage

Operations Customer Service

- Better customer services and resource planning with the use of people counting and Queue Management system to understand the occupancy and the average waiting time etc – refer to Retail Applications for details
- Identification of VIPs in a timely manner with the use of Facial Recognition system
- Better car park management with the use of counting, License plate recognition system, tailgating system, parking violation detection etc. Prevent stealing of expensive vehicles in the car park using DriverMatch – refer to Car Park Applications for details
- Efficient Lost and found process with the use of abandoned object detection – refer to Hospitality Applications
- Immediate Identification of any illegal activities at the pool tables (e.g. removal of chips/cards in between games; stealing of chips by internal staff; unusual hand movement etc)

Safety

- Prevent over crowding - Adhere to fire regulations and comply with the staying within the limits set for the maximum number of people allowed in each area
- Prevent slips and falls and Public Liability
- Smoke and Fire Detection for high ceiling environments where conventional smoke detectors are not effective

Marketing

- Understand traffic flow, demographic distribution for the popular pool tables, slot machines etc
- Understand people traffic flows so as to plan the display and marketing campaign in respective locations

See Through the Crowd



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