GENIUS VISION DIGITAL

# Case Study



ORGANIZATION
**MAYFAIR CASINO**

LOCATION
**GANGTOK**

INDUSTRY
**HOSPITALITY**

APPLICATION
**GVD ENTERPRISE VIDEO MANAGEMENT SOLUTION**

# Mayfair Casino-Gangtok

## The Background

MAYFAIR Spa Resort & Casino Gangtok is spread across a stunning 48 acres of beautiful forested land. Wonderful ambiance, attentive service and world class amenities are what make Mayfair Spa Resort & Casino the best hotel in Gangtok and amongst the best hotels in Sikkim. The well-appointed, spacious rooms and opulent Villas with their private decks and pools, along with personalised, professional service in the last Shangri-La set it a class apart. With lovely views and an unbeatable ambiance, MAYFAIR Spa Resort & Casino, Gangtok is truly, also one of the best honeymoon hotels in India. It is also one of the only casino hotels in India offering not just exciting casino games but also oodles of entertainment. After a long exciting day of exploring Gangtok and surrounding areas, guests can wind down with a pampering session at the award winning Spa with holistic treatments in a tranquil environment. The world class facilities include a well-equipped health club, the best restaurants in Gangtok, multiple event venues, a gorgeous swimming pool and a games area for children.

MAYFAIR
Spa Resort & Casino
Gangtok



# Challenges

**Here are several challenges that casinos face when it comes to implementing video surveillance systems:**

**Privacy concerns:** One challenge that casinos may face when implementing video surveillance systems is the potential for invasion of privacy. This can be particularly sensitive in areas where people may expect a higher level of privacy, such as restrooms or dressing rooms.

**Cost:** Another challenge that casinos may face when implementing video surveillance systems is the cost. These systems can be expensive to install and maintain, and casinos may have limited budgets for this type of technology.

**Technical challenges:** There may also be technical challenges associated with implementing video surveillance systems in casinos. For example, the facility may be large or have a complex layout, making it difficult to install and maintain cameras.

**Legal considerations:** Casinos may also need to consider legal issues when implementing video surveillance systems, such as compliance with state and federal laws related to privacy and surveillance.

**Regulatory compliance:** Casinos may also have security concerns when it comes to video surveillance. They may need to protect against tampering or destruction of the cameras or footage, as well as unauthorized access to the footage.

# Solution

Mayfair casino gets a Turnkey Video Management Hardware and Software solution that brings all their Surveillance in a Central Location and with standardization and advanced technology helps them build a scalable and reliable system. The Mayfair team is monomaniacally focused about security of their Staff & Hazards. That's why having GVD turnkey Video Management solution which is an optimized combination of hardware and software helped them with ready evidence investigation at their fingertips and addressing a host of other challenges.



**System:**

**M6036-DAS-C128 (1 PCs.)**

**M2002-C016 (2 Pcs.)**

**SW-E2200-CW03 (4 Pcs.)**

**Joystick K205 (3 Pcs.)**

- Virtual Hard Disk (VHD)
- Modbus support & TCP message
- Time Sector Engine (TSE)
- High-capacity

## Features

- Video Content Analysis
- Modbus support & TCP message
- N+M Failover for Zero downtime
- Extra reliable

# Benefits

**Increased Security:** One of the main benefits of video surveillance in casinos is increased security. Video surveillance can help to deter criminal activity, such as vandalism or theft, and can also aid in the identification and prosecution of individuals who engage in such activity.

**Enhance Public Safety:** Video surveillance can also enhance public safety by allowing casino staff to monitor activity in and around the facility. This can help to identify and respond to potential safety hazards or emergencies.

**Improved Efficiency:** Video surveillance can also help to improve the efficiency of casino operations. For example, video footage can be used to monitor employee productivity and identify areas for improvement.

**Enhance Customer Experience:** Video surveillance can be used to help ensure that casino customers feel safe and secure while on the premises. This can improve the overall customer experience and lead to increased customer satisfaction.

**Increased Transparency:** Video surveillance can also increase transparency by providing a visual record of events. This can help to build trust between casino staff and customers, and can also be used to hold casino staff accountable for their actions

**Cost savings:** By integrating systems, it may be possible to reduce the number of standalone systems that need to be maintained and supported, which can lead to cost savings.

Overall, integrating surveillance with other systems can help to create a more secure, efficient, and effective security solution.