

*"Thanks to Qognify's (Formerly part of NICE Security) expertise in video technology, we are able to operate the surveillance department more efficiently, our success rate for solving disputes is now %98 and we have about 2500 incident monthly".*

Duncan Harkness, Surveillance Director  
Club Hotel Casino, Loutraki, Greece.

## CUSTOMER INDUSTRY

Hotel, Casino Resort

## WEBSITE

[www.clubhotelloutraki.gr](http://www.clubhotelloutraki.gr)

## LOCATION

Loutraki, Greece

## BUSINESS NEED

Hotel, Casino Resort security, safety, crime & terror prevention in all areas. Dispute resolution and investigation with the assistance of digital video & audio technology.

## SOLUTIONS

NiceVision

## THE IMPACT

Increased surveillance department efficiency - 98% of all disputes are resolved, up from 89% management with local and centralized storage

# CLUB HOTEL CASINO LOUTRAKI

## ABOUT CLUB HOTEL CASINO LOUTRAKI

Open 24 hours a day, 7 days a week, Club Hotel Casino Loutraki is the top casino in Greece, and one of the largest and most successful in Europe. The Club Hotel Casino Loutraki is a joint venture between the Municipality of Loutraki (through Loutraki casino S.A.) and the multinational holding company of Club Hotel Loutraki S.A., which is the administrator and chief investor in the casino. Significant names from the Greek and international business world participate in CHL, such as Casinos Austria International (one of the largest investors in casinos internationally, with 67 casinos in 15 countries), Piraeus Bank, EFG Eurobank Ergasias, as well as Israeli companies whose holdings include, among others, six more casinos and chains of luxury hotels.

## THE CHALLENGE

The Club Hotel Casino Loutraki initially used an analog VCR system that became burdensome to maintain and operate. The VCR system became outdated and due to the growing demand of casino security, the efficiency of video security operations flagged.

The objectives of the casino were to streamline the entire CCTV system and restructure the operational workflow and video management, and make it efficient and effective. The system had to be approved and installed according to the regulations of the Greek Government Gazette which required a modern technology CCTV system with high audio and visual resolution, complying with a long list of compulsory specifications.

## ADDITIONAL DETAILS

- 985,000 visitors / year
- 1600 employees
- 70 gaming tables
- 1000 slot machines
- 360 security cameras



CLUB HOTEL \*\*\*\*\*  
**CASINO LOUTRAKI**  
CONFERENCE RESORT & CASINO



*"Initially, we brought in our operators to see if they could work the system. From the beginning, the Qognify system\* was very user friendly and easy to work with, the operators liked working with it immediately. It is totally reliable, and includes an excellent backup concept for continuous recording. I was impressed with the customer service & support for all our needs from the Qognify professional service team!"*

Duncan Harkness, Surveillance Director  
Club Hotel Casino, Loutraki, Greece.

\*Formerly part of NICE Security

## THE SOLUTION

The casino has installed NiceVision Pro, a product from the NiceVision Digital product suite, combined with ControlCenter suite products such as central management and remote control stations used in the surveillance rooms. Each station includes an analog monitor that operators use for real-time monitoring.

In a later stage, the control room will be running a full digital matrix easing the controllability and adding further enhanced user experience to the system. The system records real-time (25 fps) video images in full resolution (4 CIF) in all gaming areas, cash desks, reception and counter rooms, including synchronized audio – and also allows operators to switch audio separately to another channel on request. Other areas are recorded on the same system in a lower resolution and frame-rate according to their needs.

The system uses Qognify's advanced MPEG-4 compression technology and stores 3.5 TBytes of data to hot-swappable RAID5 storage devices, providing a small system footprint in the server rooms and complying with the casino's 24/7 recording demands. Thus, the system had to be installed without any interruption of surveillance and security operations.

All sections were carefully designed and illustrated to abide easy maintenance and back trace of any system failures. Surveillance staff members were extensively introduced and trained on the system to achieve a smooth intersection between both systems.



## ABOUT

Qognify helps organizations mitigate risk, maintain business continuity, and optimize operations. The Qognify portfolio includes video management, video and data analytics, and PSIM/Situation Management solutions that are deployed in financial institutions, transportation agencies, airports, seaports, utility companies, city centers, and to secure many of the world's highest-profile public events. [www.Qognify.com](http://www.Qognify.com)

Get in Touch: [www.Qognify.com/get-in-touch](http://www.Qognify.com/get-in-touch)

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