CASE STUDY
Casino

Dallmeier

When every detail counts

GOLDEN PHOENIX CASINO: RAPID INSIGHTS FOR EFFICIENT OPERATIONS



Requirement

- Comprehensive video surveillance of all critical casino areas
- High image quality for identification of suspicious activities
- Rapid access to video footage for efficient incident investigation
- Reliable video recording and compliance with regulatory requirements

1,200 m²
Casino area

150+
Security cameras

100%
GDPR-compliant

Solution

- More than 120 single-sensor cameras and over 30 PTZ cameras
- Centralized Dallmeier video management system
- Four IPS 10000 recording systems with JBOD storage

Result

- Enhanced security and efficient operations
- Court-admissible video evidence
- Faster incident investigation and response
- GDPR-compliant video security solution



"In casino operations, it is essential to maintain a clear overview of all critical areas at all times. When an incident occurs, we need to be able to quickly reconstruct the relevant situation so that we can make informed decisions and respond without delays."

Kaan Kaşif Kavaloğlu, Chairman of the Executive Board der Limak Tourism Group

At the Golden Phoenix Casino in Northern Cyprus, first-class entertainment, hospitality, and security go hand in hand. With its Dallmeier video security solution, the casino has created the right conditions to reliably protect guests, employees, and assets while making the day-to-day work of the surveillance team more efficient.



At the Golden Phoenix Casino, first-class entertainment and security go hand in hand.

A casino experience in an exceptional setting

The Golden Phoenix Casino is part of the Limak Cyprus Deluxe Hotel, combining the upscale atmosphere of a luxury resort with a diverse casino experience. The property belongs to the portfolio of Limak Hotels, a Turkish hotel group operating upscale resorts and city hotels, primarily in Türkiye and Cyprus.

For guests, the focus is on the experience: entertainment, excitement, and the unique atmosphere of a modern casino should be enjoyed with complete peace of mind. Behind the scenes, this requires a high level of security and professionally organized operations. Wherever large numbers of guests, gaming tables, slot machines, and cash transactions come together, security personnel need to maintain a clear overview of what is happening at all times.

Security across all key areas

Video surveillance was considered an integral part of the overall concept from the very beginning, when the Golden Phoenix Casino was built. The Dallmeier solution was therefore designed from the outset to meet the specific requirements of casino operations. The goal was to combine a high level of security with efficient processes and reliable compliance with regulatory requirements.

Particular attention is paid to gaming tables, slot machines, cash handling areas, as well as entrances and exits. Across an area of approximately 1,200 m², security personnel need to reliably identify potential fraud or cheating, theft, disputes, and other suspicious activities.

“In casino operations, it is essential to maintain a clear overview of all critical areas at all times. When an incident occurs, we need to be able to quickly reconstruct the relevant situation so that we can make informed decisions and respond without delays,” explains Kaan Kaşif Kavaloğlu, Chairman of the Executive Board at Limak Tourism Group.

The right information at the right moment

Together with Dallmeier Türkiye, a video security solution was developed that is specifically tailored to these requirements and provides comprehensive situational awareness. Key reasons for choosing Dallmeier included the company’s extensive experience in casino environments, reliable image quality, and the long-term stability of its systems.

More than 120 single-sensor cameras and over 30 PTZ cameras monitor the casino’s relevant areas. Four IPS 10000 systems with JBOD storage provide the required recording retention period. The high-resolution recordings make it possible to review and reconstruct events afterward, providing evidence that can be used in court. A Dallmeier video management system is used to centrally control and manage the video surveillance system. It



The Dallmeier video security system focuses particularly on gaming tables, slot machines, and cash handling areas.

enables authorized personnel to directly access relevant camera images and recordings whenever needed.

"A good video security solution in a casino is about more than just providing high-quality images. The real value lies in giving employees rapid access to the information they need to reliably assess a situation," says Orhan Yörükoğlu, Director of Dallmeier Türkiye A.Ş.

Better overview, more efficient processes

This time saving is one of the key benefits in day-to-day operations. In addition, automated monitoring tasks reduce the workload for employees and contribute to greater operational efficiency. For example, improved system response times, particularly during playback, have minimized customer wait times during critical control situations.

"For us, the main benefit is being able to focus our attention on the events that actually require it. This makes our work easier and gives us a reliable basis for decision-making," says Eren Oran, Surveillance Manager, Golden Phoenix Casino.

The direct collaboration between the Golden Phoenix Casino and Dallmeier Türkiye ensured an implementation

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Orhan Yörükoğlu,
Director of Dallmeier Türkiye A.Ş.



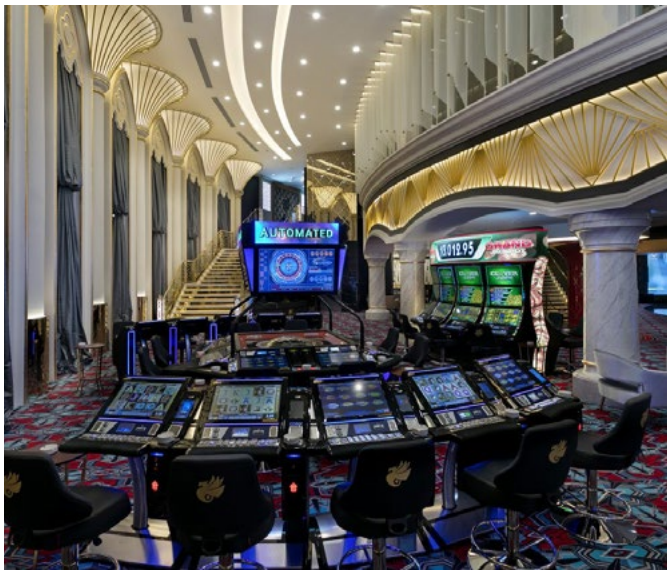
that was consistently aligned with the actual requirements of casino operations. “Our goal was not to install as much technology as possible,” summarizes Orhan Yörükoğlu. “What mattered was creating a solution that supports security personnel in their specific tasks while making processes throughout the casino more efficient.”

Data protection and GDPR compliance

In addition to operational and regulatory requirements, data protection and data security play a central role. The Dallmeier solution is designed to reliably meet the requirements of the General Data Protection Regulation (GDPR). This includes secure storage of video data, clearly defined access rights, and specified retention periods. In this way, the solution supports the compliant handling of video recordings.

Built for the long term

While guests can focus entirely on entertainment, excitement, and the casino’s distinctive atmosphere, security personnel maintain a clear overview of events behind the scenes. The Dallmeier video solution provides the Golden Phoenix Casino with a stable foundation for efficient casino operations – both today and in the future. Its long-term stability and scalability allow the system to adapt to new requirements and expand as needed. This provides investment protection while maintaining the flexibility needed going forward.



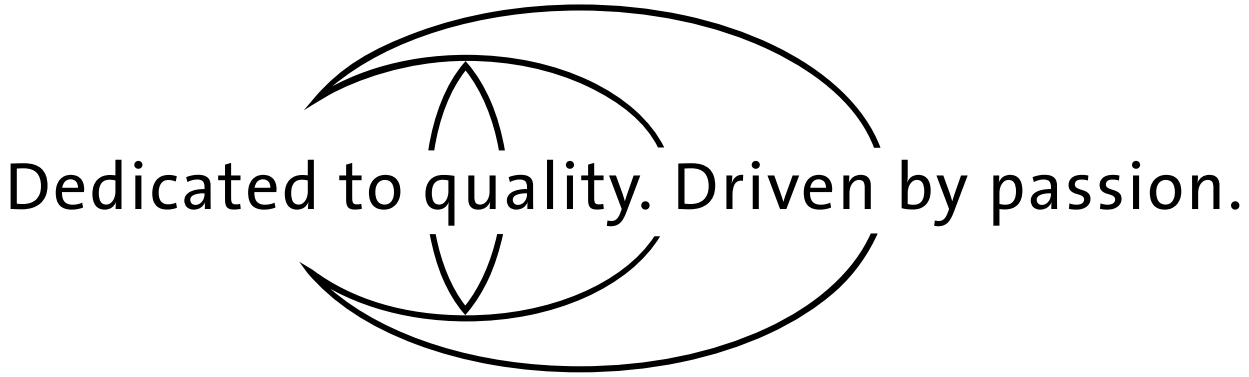
The Dallmeier solution not only enhances security but also contributes to efficient casino operations.

- Domera® cameras
- Privacy and security
- Dallmeier Solutions for Casinos



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