Dallmeier

Smart video surveillance for 42 live game tables and more than 300 slot machines

MODULAR VMS SOLUTION WITH AI POTENTIAL: GRAND SAPPHIRE CASINO RELIES ON DALLMEIER SYSTEM ARCHITECTURE

Requirement

- Complete monitoring of sensitive gaming areas

- Strict requirements for data protection and compliance

- No interference with ongoing casino operations

✓ **2,700 m²**
Covered

✓ **24/7**
Security around the clock

✓ **AI-Ready**
With scalable system architecture

Solution

- Custom-fit video surveillance with PTZ, dome and Panomera® cameras

- Centralised management via Hemisphere® VMS

- Planning reliability with PlanD, the 3D camera planning tool

- Redundant recording using IPS 10000 NVR systems

Result

- Improved operational security

- Streamlined processes

- Fast incident resolution

- Top-level data protection and network security

"The image quality, system responsiveness and support have really convinced us. [...] Thanks to Dallmeier, we can make well-founded decisions at any time — quickly, reliably and based on high-quality data."

Bayram Tegay, General Manager of Grand Sapphire Resort & Casino

Elegance, design and entertainment – that's what the new Grand Sapphire Resort & Casino in Iskele, in the east of the Turkish Republic of Northern Cyprus (TRNC), stands for. This exclusive hotel complex, located directly on the beach of the Karpaz Peninsula, offers guests top-level service, stunning architecture and a very special highlight: a casino with 42 live game tables and over 300 slot machines across a 2,700 m² gaming area. To ensure that guests not only have an impressive but also a safe experience, Grand Sapphire relies on a customised video surveillance solution from Dallmeier. The "Made in Germany" video technology ensures around-the-clock security and efficient processes.

High security and data protection requirements
When the casino was opened, the security team at the Grand Sapphire Resort faced the task of implementing a modern casino security solution that would ensure both guest safety and smooth operations. "Our goal was to create a top-tier casino environment – and that includes a security concept that combines quality, data protection and efficiency," explains Bayram Tegay, General Manager at Grand Sapphire.

One of the main requirements was the complete monitoring of gaming areas, especially the live game tables, without interfering with day-to-day operations. At the same time, an exceptionally high level of data protection had to be maintained. "In Northern Cyprus, casinos face especially strict compliance regulations," says Yücel Çalişkan, Surveillance Manager at the resort. "Our department operates in full isolation from the rest of the organisation. Protecting sensitive data is not optional for us – it is the very foundation of our work."

Integrated surveillance concept with planning reliability
The team opted for a comprehensive video surveillance system from Dallmeier, planned and implemented by Dallmeier Türkiye. The customised security concept was visualised and preconfigured using the 3D camera planning tool PlanD. "PlanD offered the customer 100% planning reliability," says Orhan Yörükoğlu, Director of

Dallmeier Türkiye A.Ş. "Project stakeholders could see in advance exactly which camera would cover which area and what the overall project scope would be. That was enormously helpful for decision-making."
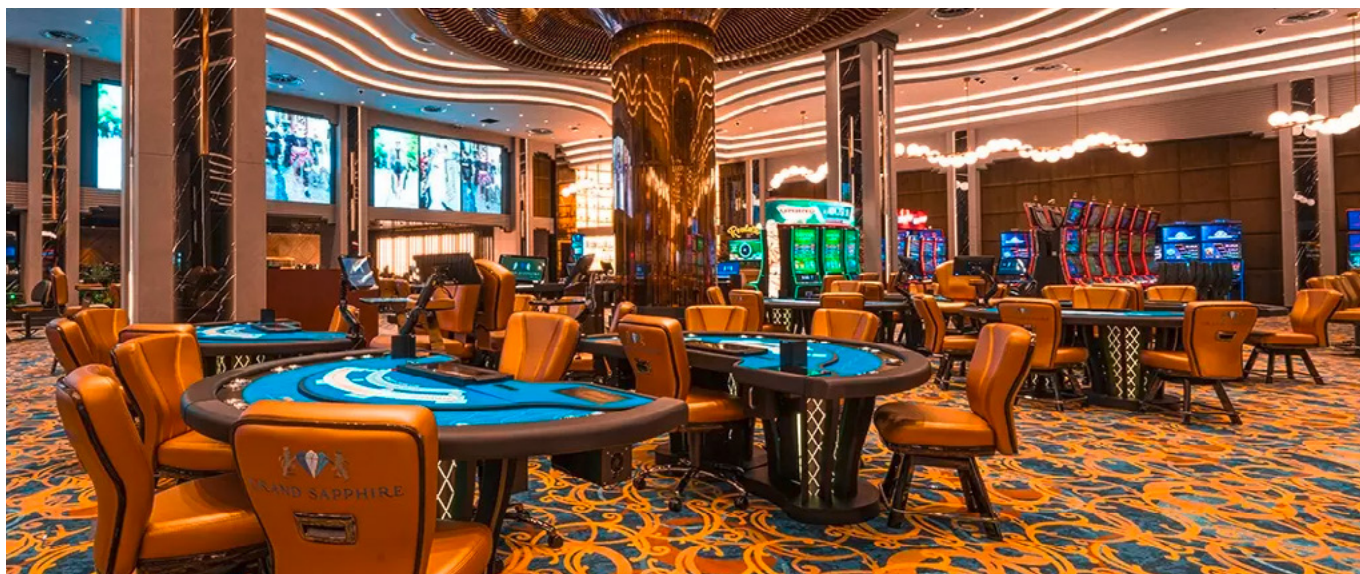
Precision from eight metres above
All cameras were installed at a height of approximately eight metres on the ceiling – a technical challenge solved through the use of high-resolution cameras with suitable optics. For seamless surveillance of the 42 live game tables, slot areas and entrances, the installation combines Dallmeier PTZ and dome cameras.

To provide a full overview of the gaming floor, a Panomera® S8 multifocal sensor system is used. Thanks to its unique optical design, Panomera® delivers a complete overview of the casino floor while still allowing detailed zoom-in views where needed.

In the central control room, four operators work per shift on three 27-inch monitors each, while 18 large-format monitors provide overall visual control. Recording is handled redundantly via IPS 10000 network video recorders. The entire system is managed using the

Seamless monitoring for over 300 slot machines

Smart video surveillance for 42 live game tables

Hemisphere® VMS platform operated on four VMC Touch workstations. For non-public areas, ONVIF-compatible third-party cameras are used, and their data is also fully integrated into the Dallmeier system thanks to Hemisphere's open system architecture.

Facial recognition for proactive protection
Another key feature is the integration of a Corsight facial recognition system, operated on dome cameras. The system automatically identifies blacklisted individuals when they approach the casino entrance and notifies both front desk and security personnel in real time. "This feature not only helps us enforce bans, but also strengthens our guests' sense of security," says Çalişkan. "We receive alerts within seconds if a blacklisted individual tries to enter the casino."

24/7 security and rapid incident resolution
Although the casino is open from 12:00 noon to 6:00 am, the surveillance system operates 24/7. This ensures that potential threats such as break-ins or tampering outside of business hours are reliably detected. In day-to-day operations, the system significantly speeds up incident resolution – for example, in the case of misunderstandings between dealers and guests.

> *"Casinos face especially strict compliance regulations [...] Protecting **sensitive data** is not optional for us – it is the very foundation of our work."*

Yücel Çalişkan,
Surveillance Manager at Grand Sapphire Resort & Casino

A Panomera® S8 multifocal sensor system provides a complete overview of the gaming area

Maximum data protection and closed network architecture

The entire system operates within a completely closed network – with no physical or wireless interfaces to other systems, no cloud connectivity, and no mobile access. This architecture ensures full data security and regulatory compliance. Internally, strict policies are in place: surveillance staff are not permitted to have contact with employees from other departments. This underscores the critical role of data protection in the casino environment of Northern Cyprus.

Future-ready: AI and analytics in sight

The current system architecture is designed for seamless future expansion. AI-based functions and video content analytics (VCA) can be integrated at any time if required.

Security meets efficiency

With the Dallmeier solution, Grand Sapphire benefits from a state-of-the-art surveillance system that not only meets the highest security standards but also supports operational efficiency. Casino Manager Bayram Tegay concludes: "The image quality, system responsiveness and support have really convinced us. For us, it was absolutely the right decision. Thanks to Dallmeier, we can make well-founded decisions at any time – quickly, reliably and based on high-quality data."
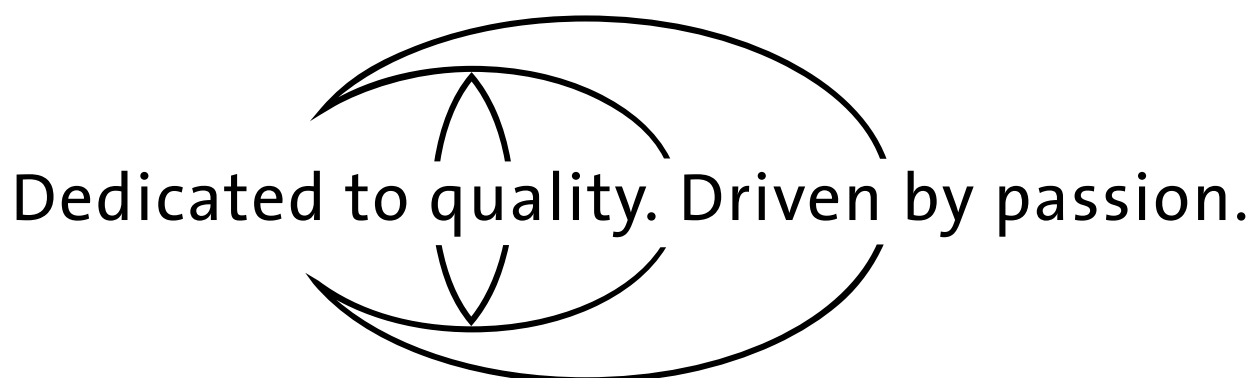
- Panomera® cameras

- Privacy and security

- Dallmeier Solutions for Casinos

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