



Case Study

Face recognition technology

for casino security and safe gambling programs

The problem

With 15,000 visitors per day, and a watch list of about 3,000 people, the casino faced an impossible task to recognize persons of interest in real time.

Surveillance staff manually detected only 5–7 known persons per week and was looking for an automated face recognition system to support two separate requirements:

- detecting voluntarily excluded patrons to promote responsible gambling and to avoid compliance fines associated with allowing these people to play
- detecting banned persons or people on the lookout list for loss prevention and security



The solution

Cognitec offers the FaceVACS-VideoScan Enterprise Solution as a fully managed service that allows the casino to benefit from market-leading technology at affordable cost and with low implementation effort.

The system for this casino includes the software, installed on three redundant servers, and 29 Cognitec C5 cameras at various entrances and in walkways.

Some cameras have been installed to blend into the wall design, and not disrupt the overall casino decorum.

At peak times, the system sees 20 persons per second in front of all cameras. The software stores the appearances of all persons for 30 days, collecting an average of 1 mill. faces. After this time window, all images, videos and biometric templates are deleted.

When the surveillance team receives an alert, they verify the facial match, and send the person details to the database administrator. The security team receives the confirmed alert on a mobile device to discreetly find and approach the person on the floor.

For new enrollments, staff have been instructed on taking optimal photos with a hand-held camera.

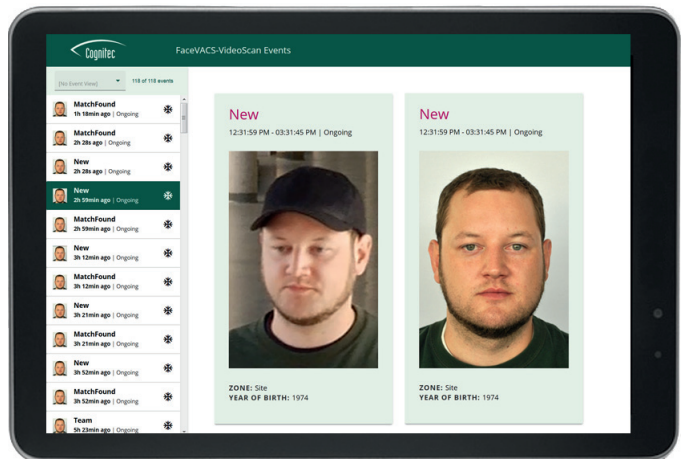
The results

The technology has been optimized to generate a high rate of true alerts while generating the lowest possible count of false alerts.

The surveillance team evaluates the image pairs in an alert within seconds, and discards the alerts with questionable match results.

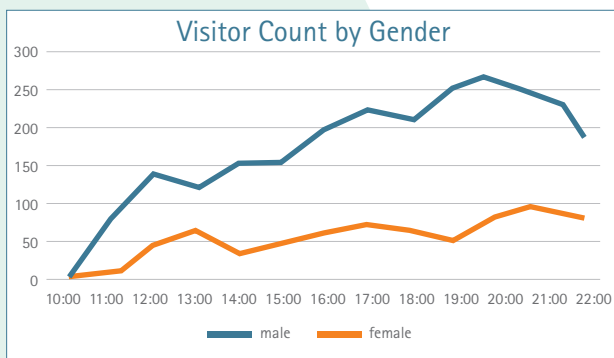
The system currently generates up to 30 correct alerts per day.

Self-excluded problem gamblers are now detected at a much higher rate, resulting in a significant reduction in fine payments compared to the past with traditional detection methods.



The proactivity level for our department has grown exponentially. The ability to receive alerts in real time has proven to be very beneficial, allowing us to work more efficiently and effectively.

- Director of Surveillance



And more . . .

Observing such reliable system performance has convinced the client to add more cameras to the system and implement the technology at additional locations.

The casino also considers to use the technology for underage detection and VIP recognition.

Furthermore, the casino has the option to report visitor demographics and statistics that help planning for staff resources and casino capacities.

While Cognitec continues to provide reliable, fully-managed face recognition services, the casino continuously reaps the benefits: a secure environment for customers and staff, a profitable business, and support from the community.

References

Please contact us for more details about our clients and to schedule a demo: sales@cognitec.com

Cognitec develops market-leading face recognition technologies and applications for enterprise and government customers around the world. Various independent evaluation tests have proven the premier performance of the FaceVACS® software. Cognitec's portfolio includes products for facial image database search, recorded video investigation, real-time video screening and people analytics, border control, ICAO compliant photo capturing and facial image quality assessment. Corporate headquarters are located in Dresden, Germany; other offices in Rockland, MA, USA and Sydney, Australia.



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