



## Case Study

# Face recognition technology

## for effective risk management at Christchurch Casino

### The problem

Christchurch Casino, New Zealand's first casino and a premier entertainment destination, is welcoming thousands of visitors each day. On occasion, banned or undesirable patrons are challenging to detect in a timely manner using traditional means.

Casinos are obliged to detect banned or unwanted persons to minimize the risks and maximise the safety of employees, customers and the business. Using face recognition technology for real-time person alerts provides an efficient risk management solution for the casino and the community.



### The solution

In 2017, Christchurch Casino hired Cognitec to install its FaceVACS-VideoScan technology to detect banned, trespassed and other persons of interest as they enter the casino.

The system enables casino surveillance to generate and monitor custom alerts for matches against watch lists, from both incoming real-time video, and offline recorded video.

In addition, the system is used for immediate identification of problem gamblers with exclusion orders, imposed on them either via self-exclusion or casino exclusion.

In 2019, the casino expanded the system with more internal cameras, and introduced a "time-on-site" function to monitor the length of visiting time for persons on premise.



## The results

The effective technology allows for fast response times and intervention, safeguarding the business and acting as a deterrent factor for banned persons who consider entering again in the future.

Monitoring visits lengths enables the casino to fulfill its host responsibility, as the system identifies and alerts staff to persons who may have spent lengthy periods of time in the casino.

Christchurch Casino has enjoyed building and strengthening the business relationship, as it continues developing other harm minimisation initiatives with the Cognitec team.

In addition to regular technical support and system maintenance, Cognitec provides expert advice concerning hardware and network provision, as the casino expands the system and uses more features.

Two major system upgrades since 2017 included an update to the latest matching algorithm.

"The Cognitec system provides us with the earliest notice of identification and therefore minimises the opportunity for gambling-related harm!

The technology has exceeded my expectations in the identification of individuals that are too important to miss among the hundreds of thousands of annual guests at our premises."

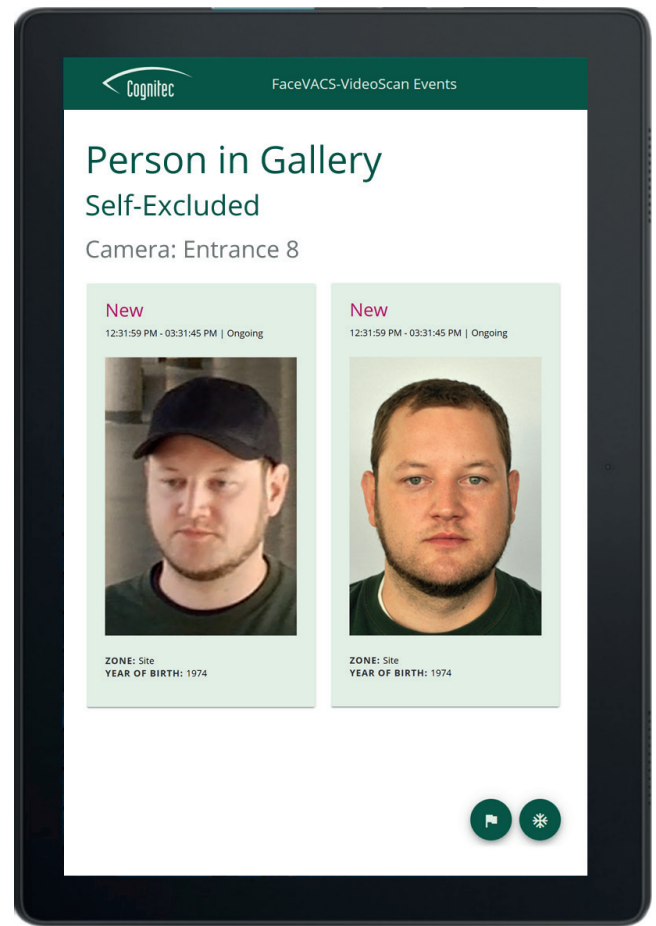
Darren Henderson

Asset Protection and Responsible Gambling Manager

## More information

Please contact us for more details about our work with casinos, other clients and to schedule a demo: [sales@cognitec.com](mailto:sales@cognitec.com)

Cognitec is the only company worldwide that has worked exclusively on face recognition technology since its inception in 2002. 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.



## The technology

- instantly detects, tracks, recognizes and analyzes people in live camera video streams or video footage
- performs real-time comparisons to watch lists
- stores high-resolution video sequence of the cropped face for each appearance
- compares all persons against each other to cluster appearances of each person under one identity
- allows for custom configuration of watch lists, event names and parameters to serve various use cases
- performs complex person investigations
- displays statistics about people flow, demographics and behaviour
- sends real-time notifications via monitors, web apps, emails and secure text messages



[www.cognitec.com](http://www.cognitec.com) · [sales@cognitec.com](mailto:sales@cognitec.com)