



**CUSTOMER NAME**

Spirit Mountain Casino

**LOCATION**

near Grande Ronde, Oregon

**PROJECT**

The South Expansion Project added 130,000 square feet of space to the facility including a new surveillance room to accommodate a state-of-the-art, digital recording system from Synectic Systems, Inc.

**INTEGRATOR**

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## Spirit Mountain Casino

Oregon's Number One Tourist Attraction Chooses Digital System for Advanced Security, Surveillance and Operations Management

Located in the mountains just east of Grand Ronde, Spirit Mountain Casino is a premier gaming, entertainment, meeting, dining and shopping destination of the Northwest that draws nearly three million visitors per year. The casino offers the largest selection of games and is the most successful Native American Indian casino in the Pacific Northwest. Since its opening in 1995, Spirit Mountain has grown to become one of Oregon's most popular tourist attractions. With its elegantly landscaped casino entrance and original bronze statues by Northwest artist Rip Caswell, Spirit Mountain Casino is one of Oregon's premiere gaming destinations.

The facility, which employs some 1,600 people, was created by the Confederated Tribes of Grand Ronde as a vital part of an ambitious economic development program. Gaming profits are used to build houses, schools, roads, sewer and water systems; to fund health care and education; and to develop a strong, diversified economic base for the future. The Confederated Tribes of the Grand Ronde Community of Oregon are the proud peoples of the Umpqua, the Rogue River, the Molalla, the Kalapuya, the Chasta and many other tribes whose roots go back thousands of years and whose ancestors represent the blending of many different cultures.

### Casino Chooses Leader in Gaming Surveillance

Spirit Mountain Casino comprises 67,097 square feet, which consist of 254 lodge rooms, a 1,600 seat entertainment hall, five restaurants, 2,000 slot machines and forty-two table games. A current expansion of the facility includes a new surveillance room to accommodate a state of the art, digital video surveillance system from Synectic Systems, Inc. of Carpinteria, California.

With twenty plus years of experience in engineering, manufacturing and maintaining digital video surveillance solutions in a broad range of applications, Synectics is a market leader in the Middle East,

the UK, Europe and North America. With its unparalleled ability to deploy custom digital surveillance solutions that integrate with existing legacy systems and future technologies, Synectics has earned a loyal customer base and bona fide trust in the gaming community. Spirit Mountain is no exception.

### **Spirit Mountain's South Expansion Project**

Due to their success and popularity, Spirit Mountain engaged in what they call the "South Expansion Project" early in 2007 in order to add over 130,000 square feet of space to the facility. The casino had also recently decided to convert their analog system to digital recording, but the current surveillance room lacked the necessary infrastructure (power, air conditioning, etc.) to support the new equipment. Because the entire surveillance room needed to be moved to another location within the facility, it was determined that a major area within the South Expansion Project would be allocated for this purpose. One of the big challenges of this installation was in moving the

entire surveillance department from one building to the other without any down time. This included having all of the existing cameras converted to fiber optics for transmission to the new surveillance room.

As with many other casinos across the country, Spirit Mountain Casino initially utilized VCR recorders and VHS tapes to record and monitor gaming activities. The decision to convert to a digital system was based on numerous advancements, including greater return on investment, which are offered with digital technology and, to a lesser extent, by an increasing lack of availability of analog recorders and tapes made for gaming surveillance.

Spirit Mountain Casino evaluated a number of digital video systems before selecting Synectics. "We selected Synectics mainly because of its superior feature set, fail over reliability and outstanding support," said Steve Bobb, Surveillance Director for Spirit Mountain Casino. "The system's high quality video, ease of use and quick access to recorded images more than meet the high demands of the casino marketplace and our needs in particular."

Synectics has long been committed to software development, design and manufacturing of networked digital video management systems that ensure the successful surveillance and operations of often-complex gaming facilities. Their systems offer sophisticated video capture, storage and analysis tools that provide robust and reliable high-performance video images generated and delivered for faster, more informed decision making. In a casino environment, these tools can help to deter criminal activities, track high-roller guests, monitor areas of interest throughout the facility and provide management with vital activity reports.

The Synectics solution at Spirit Mountain records and controls well over a thousand cameras and provides operators with instantaneous access to motion picture quality video and around-the-clock reliability; the essential tools of the trade. The surveillance system also integrates with the casino's access control, point of sale cash registers and player tracking systems to deliver comprehensive, scalable and centralized security management.



## Analog to Digital

"Operator satisfaction has greatly improved from that of the old analog system," stated Bobb. "Prior to converting to digital, our facility recorded approximately sixty percent of its cameras. The new digital system allows us to record every camera on the property 1:1. This has decreased the number of inconclusive reviews to almost zero, and those that are not are only because we have not yet adjusted every camera to maximize its field of view for recording. With that said, ninety-nine percent of the reviews done today are not a matter of 'do we have coverage?', but what angle works best for minimizing risk throughout the facility."

Many products were evaluated and tested in house. Steve also traveled to multiple casinos to observe and evaluate recording systems in working environments. A preview of the Synectics system at a live location, a test phase, and a trial period were all part of the decision making process.

Aside from Steve Bobb, the decision making group who chose the Synectics solution also included Tracy Howerton, Surveillance Technical Manager for Spirit Mountain Casino, the Surveillance Committee from the Board of Directors and the Grand Ronde Gaming Commission. Prior to the purchase and installation of any product, the Spirit Mountain Gaming Board of Directors, as well as the Executive Director of the Grand Ronde Gaming Commission had to approve the system.

## Installation and Design by TSI

Installation began in October of 2007 and took about seven months to complete. Technical Security Integration, Inc. (TSI), the integrator for the project at Spirit Mountain, specializes in the installation and design of surveillance and safety systems for applications involving CCTV, access control, burglar, fire, and sound.

Craig Swankosky, CEO of TSI, talked more about the selection process, "Steve Bobb and Tracy Howerton evaluated practically every DVR in production over a three year period. After exhaustive research, they narrowed their decision to two manufacturers with Synectics being one of the two. It was then decided that TSI and Synectics provided the most comprehensive solution to meet their needs."

Mr. Swankosky went on to say, "Synectics has an intuitive Graphical User Interface (GUI) that makes the system easy to use for the surveillance agents. Its architecture provides for simplified maintenance and support for the technical staff. Synectics also does one of the best jobs of incorporating third party systems directly into Synergy™, their command and control integration software."

When asked about return on investment benefits from the Synectics system, Steve Bobb explained, "We have not had the system commissioned long enough yet to determine a

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*Steve Bobb, Surveillance Director  
Spirit Mountain Casino*

good overall number. However; one area that we can calculate is time not spent having to change tapes. We changed approximately 1,095 tapes on average in a day's time using the analog system. That is a lot of time away from the console! With the average time to degauss and change 280 tapes being about one hour, at an average wage of \$16.00 an hour, that \$17,520 is better spent paying employees to be at the console monitoring casino activities."

Mr. Bobb went on to say, "The fact that the Synectics system is scalable and, therefore, able to deal with the demands of an establishment of this size, as well as its ability to easily integrate with other systems, i.e. point of sale, slot systems, analytics, fire systems, access control, etc., were all key to

its selection. We currently integrate with our POS system and Aristocrat Oasis slot system and eventually plan to tie into our pit administration system as well. We are a company on the move for new and innovative technology. This product has given us an edge in the industry and increased the productivity of our surveillance room, making Spirit Mountain Casino a safe and successful gaming facility for all concerned."

John Katnic, Vice President and Chief Operating Officer of Synectic Systems in the U.S. stated, "We are proud to be a key partner with the Spirit Mountain Casino during their exciting expansion phase and to be commissioning the world-class surveillance solution that this premier resort deserves." ○ by *Emily Harwood*

### About Synectic Systems, Inc.

Synectics Systems Inc. (Synectics), a wholly owned subsidiary of UK-based Quadnetics Group Plc, is an engineering, integration and manufacturing company with expertise in IT and networked systems, CCTV control systems, enterprise storage and command control software applications. Quadnetics is listed on the Alternative Investment Market (AIM) of the London Stock Exchange.

Synectics manufactures a complete line of analog matrix switches and enterprise-class digital video recorders. Synectics' unparalleled ability to deploy custom, enterprise-class DVR solutions that integrate with existing legacy systems and future technologies has established them as a market leader in the Middle East, the UK, Europe and in North America. For more information about Synectics, go to: [www.synecticsusa.com](http://www.synecticsusa.com)