



2-Second Surveillance: Digital System Makes Surveillance a Snap for Wynn Las Vegas

The Client:

Since Wynn Las Vegas opened in April 2005, they have set the standard in everything from design and luxury to shopping and restaurants. Even Wynn's behind-the-scenes operations like casino surveillance have gained attention from those in the security industry as being among the best of the best.

The Situation:

Patricia Fischer, executive director of surveillance for Wynn Las Vegas, bears the burden of responsibility when it comes to protecting the patrons in the casino and the revenue generated by those patrons. She knows that when it comes to surveillance, time is money. She did her homework, and she knew exactly what she wanted when it came time to choose a surveillance system for Wynn: Digital.

"I never considered anything but digital, I've been looking at digital since it first came out and it's improved exponentially over the years. Analog was not an option when it came to opening Wynn Las Vegas."

Patricia Fischer, Executive Director of Surveillance, Wynn Las Vegas

The Solution:

Fischer and a team of Wynn executives invited security industry leaders for a “shoot out” where products could be compared side-by-side. In the end, Fischer and her team chose Honeywell’s Enterprise System, alpha software that allows for simultaneous viewing, recording, playback, transmission, and archiving of video and audio streams from multiple locations. The Graphical User Interface (GUI) is powerful and customizable to meet a variety of surveillance and security applications managing a single video channel or thousands.

The Benefits:

“Two-second surveillance” has become a buzzword on Wynn’s casino floor and was coined because of its lightning-fast footage-review capabilities. Now, if a floor manager needs to investigate a discrepancy with a customer, he or she can do so more quickly than ever before in real time.

“If a customer makes a claim that a dealer took his push bet, for instance, the floor manager will call us in the surveillance room and we can immediately review the footage to see what happened,” Fischer said. “In an analog world, we would have to pull the tape and spend several minutes, maybe even an hour, going through and looking for the specific incident. Our digital system allows us to get the footage now, which means better customer service.”

In addition to faster reviews, the digital system is making Wynn’s surveillance more efficient in several other ways. The first is the flexibility in viewing footage. Operators have the ability to choose combinations of monitors to view and display them all on one screen. “We can drag 16 cameras into the viewer at one time, group them all together, and play back all 16 at the same time,” Fischer said. “I can look at an entire section of the casino floor and if I decide I need to view another camera, I just drag it, drop it, and it automatically syncs up with the rest of the cameras.”

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Patricia Fischer, Wynn Las Vegas

Another advantage is the space – or lack thereof – the digital system occupies. Because there are no VCRs and no tapes, the room was built smaller than traditional analog surveillance rooms but feels more spacious, Fischer said. Ease of use has been another key advantage for Fischer and her team of surveillance professionals. Though many team members were not accustomed to using a digital system, they learned very quickly. After a few training sessions,

everyone was selecting, saving, and burning video with ease, Fischer said. Now that Wynn Las Vegas is up and running smoothly, Fischer has moved on to her next project – Wynn Macau, a casino and resort sprawling over 2.4 acres that promises to be as spectacular as its sister property in Vegas. Though she admits it was a little nerve-wracking opening Wynn Las Vegas as the largest enterprise digital surveillance installation to date, Fischer is confident in Honeywell’s system and believes that digital is the only smart choice for casinos when it comes to security and surveillance. “When you’re the first casino of your size to go all digital, you’re taking a big chance – but our system has been met with wide acceptance,” Fischer said. “Our success is convincing others to take the step to digital – it’s a groundbreaking moment.”

The Product:

Honeywell’s Enterprise System
MAX-1000 Management System
UltraKey Keyboard Controller



More Information:

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