

CASE STUDY

Helping HCS manage self-excluded patrons from gaming lounges

The Customer

HCS Management provides specialist services in Club and Hotel Management. In Queensland, HCS has six clubs and one tavern currently under management. These include Lions @ Springwood, CSi Club Southport, Club Parkview, Gaythorne RSL, CSI Club Services Ipswich, Eagle Tavern, and Club Burleigh.

HCS has an enviable reputation for innovative solutions to ensure their venues under management operate efficiently and profitably.

The Challenge

HCS manages over 1,150 gaming machines in Queensland, which currently generates over \$800 million per annum in gaming revenue.

They take their compliance obligations very seriously and made the decision to implement Facial Recognition to assist with the management of self-excluded patrons from their gaming rooms.

The Solution

Vix Vizion is seen as the leading provider of Facial Recognition services in Australia, with over 250 licensed venues. The Imagus Facial Recognition was designed to work in uncooperative environments (poor lighting and partial faces) and, therefore, provides excellent results in a hotel or club. Imagus has a real-time interface to self-exclusion lists and can issue alerts to operational staff whenever an excluded person enters the gaming room.

The first implementation of Imagus was at the CSi Club Southport.

Get in touch with us

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“Vix Vizion has provided the Management, Board, Employees and Gaming Regulators peace of mind knowing that those needing assistance will be helped and will not slip through the cracks.

Equally, from a customer perspective in a localised club environment, one of the core stumbling blocks for patrons to seek help is the potential embarrassment of full venue exclusion and, therefore, highlighting to all their friends and families the personal problem they are dealing with.

Vix Vizion’s Facial Recognition allows the venue and the customer the confidence they can still socialise with their family and friends under a gaming exclusion without the humiliation of being banned entirely from the venue. Therefore, they can still enjoy all the other F&B and Entertainment facilities the venue has to offer, with the peace of mind knowing the venue has their back in ensuring they don’t become tempted to enter the gaming facility.”

Dan Vaughan, HCS Operations Manager - QLD



The Benefits

Vix Vizion’s Responsible Gaming Solution has automated the self-exclusion process for HCS’s managed gaming lounges in a customer friendly manner whilst ensuring compliance with Government gaming regulations.

How is privacy addressed

Vix Vizion does not store any personal data and only retains alerts for self-excluded persons who have consented to the process.

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