

CASE STUDY

AAC helping Caboolture Sports Club manage self-excluded patrons from gaming lounges.

The Customer

Caboolture Sports Club (CSC) is home to unparalleled dining, beverage and entertainment options for its members and guests, and supports local sporting clubs. Club of the year late 2023, AAC Solutions were contracted to provide venue-wide paging and messaging. After the successful deployment, Caboolture Sports approached AAC Solutions to understand if any integration could be made to enhance the Alerts functionality. In consultation with key people within the venue, Imagus Facial Recognition was implemented. Supporting workflows were set up and deployed, ensuring the solution met the unique requirements for Caboolture Sports.

The Challenge

CSC 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.

Get in touch with us

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VIX  VIZION

“AAC are delighted to support Caboolture Sports in their endeavour to manage self-excluded patrons and deliver the level of care their patrons deserve. AAC Solutions’ integration capabilities enable us to assist pubs, clubs and casinos to deliver exceptional customer experiences, promoting repeat visitation, revenue and loyalty. ”

- **Daniel Solah, Managing Director – AAC Solutions**

The Benefit

Vix Vizion’s Responsible Gaming Solution has automated the self-exclusion process for CSC 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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