IDENTIFICATION SYSTEMS GROUP

ISG Case Study: Little River Casino Resort

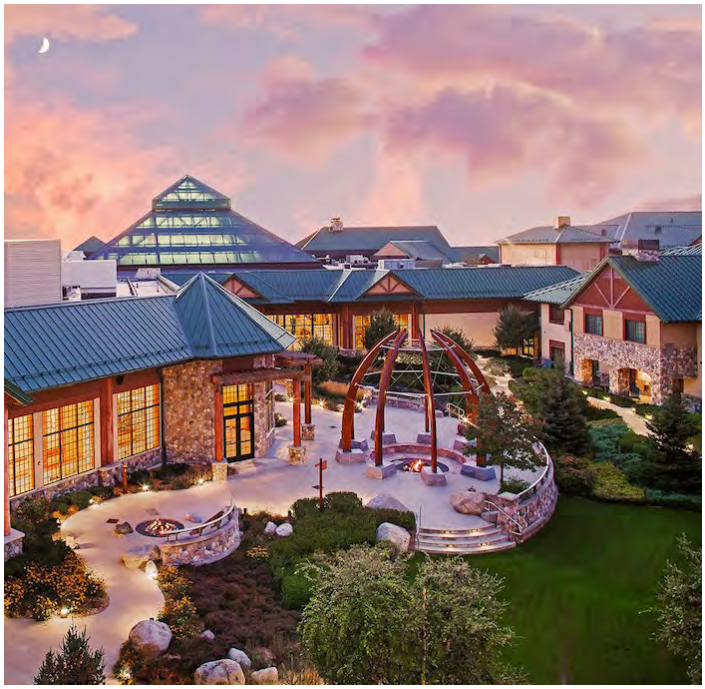
Overview

Customer Little River Casino Resort in Manistee, MI

Challenge The casino needed a more secure ID process for employees and visitors, and an improved door access system

Solution ISG member Richardson Business Solutions installed a BadgePass system including Identity Manager, Visitor Manager and Access Manager

Result The casino now has a fully-integrated solution for ID and access card issuance



Identifying the Need

Little River Casino Resort has been a customer of Richardson Business Solutions for over 12 years. The casino has long been using traditional player's club card personalization equipment and peripherals, including BadgePass SmartReg enrollment software. During an annual review meeting, Richardson inquired about the current access control system at the casino. When they learned that the company providing service to the current system was offering slow service, obsolete parts and older technology, Richardson suggested Little River take a look at other product offerings.

The casino had 35 doors controlled by a previous access control system and interest in adding additional doors of electronic access. Richardson Business Solutions conducted a serious of walkthroughs and security assessments before proposing a solution. "Ultimately we really wanted to focus on finding the right fit for the customer. We knew they had an experience that was less than stellar in the past and we didn't want them to relive that again," explained Kier Breckon, President of Richardson Business Solutions. "We highlighted the benefits of the fully integrated badge issuance process with BadgePass Identity Manager and Access Manager and they absolutely loved that."

Offering the Solution

Once Richardson got approval for installation, the system roll-out was extremely easy. Little River Casino Resort converted their previous 35 doors of access control to BadgePass and decided to add an additional



15 doors as well, bringing their door count to 50. They replaced a previous badging software and now issue customized badges printed on 40-bit smartcards from Identity Manager to each of their employees.

Once they had accomplished electronic door access, visitor tracking was the next security hurdle. BadgePass Visitor Manager was implemented, to allow for easy registering and tracking of visitors. Now, when visitors arrive, the system is used to scan their Driver's License and printing them a temporary badge. For those guests who need access to secure areas of the casino during their visit, QuickPass cards are assigned with temporary access privileges that are automatically revoked as soon as they check out.

Providing the Results

Now that the BadgePass system is fully operational, secure areas of the casino and resort are restricted and monitored with electronic door access and web-based reporting, new employee badges are easily issued and assigned access via Identity Manager, and guests enjoy fast and efficient registration through Visitor Manager.

Best of all, the customer couldn't be happier with their fully integrated, user-friendly system. "The system is so user-friendly from both an IT management and daily operations side," said Jason Skaggs, Network Operations Administrator at Little River Casino Resort. "We are so happy that our long standing relationship with Richardson Business Solutions resulted in such great support and an excellent system implementation that we'll undoubtedly still be adding to for years to come."

About the ISG

The Identification Systems Group (ISG) is a nationwide network of local identification card system integrators, providing high quality, cost-effective solutions backed by the local support and strength of its Professional Services Certification program. Each company works together to provide seamless nationwide support in the USA and Canada.

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