

Quantum.

Caesars Entertainment Upgrades to VS-HCI Hyperconverged Infrastructure to Improve the Customer Experience



CASE STUDY

Modern gaming providers, like Caesars, rely heavily on video to reduce fraudulent activity, control financial losses, increase customer satisfaction, and improve employee productivity. As part of their comprehensive physical security solution, these organizations need to ensure that video data is stored, protected, and accessible at all times, even during system failure events, to mitigate risk, liability, and potential operational interruption. Caesars' uncompromising focus on compliance, operational excellence and fraud reduction requires a video surveillance solution that mitigates risk, system vulnerabilities, and enhances the customer experience. The company previously leveraged a legacy CCTV system, consisting of analog cameras and DVRs, but sought to transition to a more reliable, capable, and flexible solution.

Caesars began transitioning two sites to a modern Milestone video management system (VMS) as part of a pilot project and was immediately impressed with the robust capabilities, including rapid, intelligent search functions, a rich reporting structure, and the high level of support provided by the Milestone team. The success of



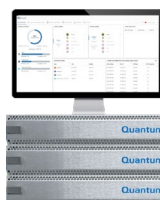
CAESARS
ENTERTAINMENT®

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Charles Rayer

IT Director, Caesars Entertainment EMEA

**FEATURED
PRODUCTS**



VS-HCI Series



SOLUTION OVERVIEW

- Enterprise-class HCI infrastructure for surveillance operations and security applications
- Milestone VMS

KEY BENEFITS

- **State-of-the-Art:** Modern video surveillance solution mitigates risk and system vulnerabilities plus meets compliance, operational excellence, and fraud reduction requirements.
- **Future-Proofed:** Industry-standard hardware to protect the investment.
- **Risk Mitigation:** Ensures compliance with video storage standards.
- **Cost-Efficient:** Linear scalability with independent scale of storage and compute.

the pilot project prompted Caesars to standardize on the Milestone platform across its 14 sites in the EMEA region. Quantum, a long-term Milestone partner, integrates seamlessly with its VMS. Quantum's VS-HCI interoperability and ease of integration with Milestone stems from its ability to consolidate VMS hosting, security applications and associated data, and all client workstations onto one centralized platform. Quantum VS-HCI is certified with the Milestone solution, guaranteeing high performance and system resiliency.

“The Quantum solution can be extended into other datacenter workloads depending on our organizational needs. We've already experienced this benefit when we had to make a configuration change. We added a node on a temporary basis and then removed it once the setup was complete. The entire cluster can expand at any time.”

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IT Director, Caesars Entertainment EMEA

As the organization embarked on its video security upgrade, Caesars' IT and surveillance leaders quickly realized they would need a robust, flexible, and scalable storage solution that would protect video, allow the organization to stay in compliance with gaming regulations, provide the utmost resiliency, and ensure high levels of performance to meet evolving corporate standards. They quickly found that Quantum's VS-HCI functionality far exceeded the capabilities of standard servers or DVRs, which were never designed to handle the demands of today's advanced security and surveillance technologies. The Caesars team also had strict requirements when it came to software for video storage solutions.

“We wanted the hardware to be as industry standard as possible. Historically, we've had various NVR and DVR solutions that sit on custom pieces of

equipment made by their particular manufacturers,” said Charles Rayer, IT Director, Caesars Entertainment EMEA. “The magic isn’t in the hardware, the magic is in the software. The Quantum hyperconverged platform provides intelligent software capabilities on standard hardware, and that is a real advantage to the Quantum approach.”

As the Caesars business continues to grow across its targeted regions, it has plans to modernize its datacenter operations. With Quantum’s VS-HCI, Caesars can use high-performance, scalable, and cost-effective hyperconverged infrastructure to support multiple mission-critical workloads on a single platform and future-proof its IT environment.

An Enterprise-Class Solution to Protect Video Assets

Quantum VS-HCI is optimized for demanding, data-intensive surveillance workloads. Using standard off-the-shelf server hardware, Quantum aggregates the storage and compute resources from multiple servers into a single unified pool that all cameras can access, which maximizes performance and storage capacity utilization. Caesars required an enterprise-class storage platform that could protect its video investment.

Video data needs to be as strongly protected as any other sensitive corporate and IT data, Rayer noted. Quantum VS-HCI is well-suited for this task because the technologies are proven within the rigorous confines of the IT world. Quantum VS-HCI surveillance solutions also provide industry-leading resiliency. Even if multiple hardware

failures occur, including an entire appliance, video management servers will remain online and recording, and any previously recorded video will continue to be protected and accessible.

“At first, we were wary of the promise of resiliency, but after we had the opportunity to test drive the system and talk to other customers, we quickly realized that this was not just marketing promises,” Rayer said. “We even tried to break the system during our testing process and we simply couldn’t. That solidified our decision to move forward with the deployment of Quantum VS-HCI across our infrastructure.”

The fact that Quantum VS-HCI expands quickly and easily was also a critical factor for Caesars, Rayer said. “The Quantum solution can be extended into other datacenter workloads depending on our organizational needs,” he said. “We’ve already experienced this benefit when we had to make a configuration change. We added a node on a temporary basis and then removed it once the setup was complete. The entire cluster can expand at any time.”

Updating Multiple Venues to Simplify Operations and Increase Scalability

Caesars updated six venues with Milestone and Quantum VS-HCI in 2017, with plans to complete additional upgrades the same year. The sites vary in size but incorporate anywhere from 75 to more than 200 video surveillance cameras. Per gaming regulations, Caesars maintains 31 days of video retention and on average has four nodes and 70 TB of storage per site.

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As IT becomes a greater force in the world of security, Caesars continues to evaluate how HCI streamlines business processes. The software-defined environment removes the need for dedicated, complex, and proprietary hardware that once required dedicated teams to manage. Incorporating this approach has lowered costs and decreased complexity, while increasing the ability to scale. Additionally, the Caesars team now has the capacity to better adapt to new technology and find new ways to use video data to boost productivity, reduce loss and enhance safety.

“Overall, the Quantum solution is a vast improvement over what we had previously,” Rayer stated. “Our surveillance team trusts in the fact that it will protect our video data and gives us the opportunity to expand into other datacenter workloads in the future. That level of peace-of-mind is highly valuable and impressive in today’s sophisticated gaming environment. Also, the opportunity to expand the use of Quantum into our datacenter gives us cost savings benefits going forward.”

ABOUT CAESARS ENTERTAINMENT

Caesars Entertainment is one of the most established and innovative names in the global gaming industry, having served as a market leader for more than 40 years. Caesars Entertainment EMEA has a diverse portfolio of gaming, entertainment, restaurants, and bars at locations throughout the United Kingdom, South Africa, and Egypt, and has plans to continue to expand its operations in target markets.

Quantum

Quantum technology, software, and services provide the solutions that today’s organizations need to make video and other unstructured data smarter – so their data works for them and not the other way around. With over 40 years of innovation, Quantum’s end-to-end platform is uniquely equipped to orchestrate, protect, and enrich data across its lifecycle, providing enhanced intelligence and actionable insights. Leading organizations in cloud services, entertainment, government, research, education, transportation, and enterprise IT trust Quantum to bring their data to life, because data makes life better, safer, and smarter. Quantum is listed on Nasdaq (QMCO) and the Russell 2000® Index. For more information visit www.quantum.com.

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