

CASE STUDY

Helping MyBar comply with legislation via facial recognition



The Customer

MyBar is one of numerous venues at the Hilton Hotel, a multifaceted bar and dining establishment located in Adelaide, South Australia.

The Challenge

The MyBar venue was required to implement Facial Recognition to comply with the South Australian Government Legislation for the provision of gaming services. They were seeking a vendor that had a proven track record and could provide a system that was accurate and easy to use. They selected the Imagus Responsible Gaming Solution from Vix Vizion.

The Solution

Vix Vizion was an approved vendor on the South Australia Consumer and Business Services Facial Recognition panel and has implemented the Responsible Gaming solution in over 250 licensed venues in SA.

The Imagus Facial Recognition product 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 the South Australia BOEN System (state-wide exclusion list) and was able to issue alerts to MyBar staff whenever an excluded person entered the gaming room. These alerts (and action taken) are automatically consolidated and reported to the SA Government to comply with the legislative requirements.

Get in touch with us

E sales@vixvizion.com **P** (+61) 1800 861 007

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“Vix Vizion has been a noticeable improvement to our gaming room procedures. The system allows staff and management peace of mind while assisting in our obligations to current legislation. Staff find the touch screen notification system easy to use, and management have commented on the quick-to-respond customer service”

- JAMES FRANZON, DIRECTOR HILTON HOTEL (MYBAR)

The Benefits

The Responsible Gaming solution installed at MyBar at the Hilton Hotel provides real time alerts with clear and apparent on-screen notifications. The solution was efficiently installed and auto generates digital breach of barring forms. Vix Vizion provided staff training and a system monitoring service along with an annual system check which forms part of yearly compliance requirements. Overall, the solution has helped MyBar staff to more efficiently handle self-excluded gamblers.

How is privacy addressed

Vix Vizion Imagus product does not store any personal data as this is held by the SA Government in the BOEN system. All data transmissions with the SA Government are encrypted and secure.

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