PINE COVE CONSULTING | Verkada

Boosting Security for Jackpot Casino with Pine Cove Consulting

Jackpot Casino operates several locations across Montana, offering a top-notch gaming experience. With security always a priority, their outdated systems weren't cutting it. Inefficient processes and slow response times were leaving gaps in the protection they needed to ensure the safety of their patrons, staff, and property.

The Challenge

Before working with Pine Cove Consulting, Jackpot Casino relied on a traditional camera system that was tough to manage. Whenever an incident occurred, retrieving footage meant calling an external security company, leading to frustrating delays—especially when quick action was needed. The system was clunky and complicated, making it hard for their team to monitor real-time activity and share footage with law enforcement during critical moments.

The need for a security overhaul became urgent after a significant threat at one of their Billings, MT locations. Criminals attempted to access a safe by drilling through an exterior wall, exploiting gaps in the outdated surveillance system. This event underscored the casino's need for a modern, proactive, and intuitive security solution.

The Solution

After assessing Jackpot Casino's security challenges, Pine Cove Consulting identified the outdated, reactive camera system as a major weakness. To address this, **Pine Cove recommended Verkada tools, a modern, cloud-based security solution known for its intuitive interface, real-time access to footage, and advanced analytics**. The Verkada system was seamlessly integrated into the casino's operations, providing a proactive, user-friendly approach to security. This allowed security personnel to monitor activities in real-time and quickly retrieve footage from any secured device or authorized user, eliminating the need for third-party assistance.

Verkada's platform also made sharing footage with law enforcement simpler, enabling quicker responses to incidents. The system's built-in analytics, including motion detection and facial recognition, provided valuable insights, allowing the casino's team to identify potential threats before they escalated. **This marked a significant shift from a reactive to a proactive security strategy**.

Additionally, Pine Cove implemented Verkada's intercom doorbell camera to enhance communication at night when the front doors are locked. This feature was later utilized for morning operations, ensuring smooth interactions with customers, even when staff is delayed. To address budget concerns, Pine Cove offered flexible payment options, enabling the casino to roll out the new system across multiple locations in phases.

The Process

The installation process was carefully executed over several months, with a location-by-location rollout to minimize disruption to the casino's operations. Pine Cove Consulting conducted detailed site assessments at each location to identify optimal camera placements and ensure that all security needs were addressed.

Throughout the project, Pine Cove maintained constant communication with Jackpot Casino's team, providing regular updates and adjusting the installation plan as needed to meet expectations. This open communication helped ensure that both parties stayed aligned, and any challenges were addressed promptly.

After the installation at each location, comprehensive training was provided to ensure staff were comfortable with Verkada's system. Feedback from the casino's team was gathered to refine the system's functionality, allowing for real-time adjustments to better meet operational needs.

The Outcome

The deployment of the Verkada system **resulted in immediate improvements for Jackpot Casino**. Most notably, employee safety increased, particularly during late-night shifts. The intercom doorbell camera gave staff an effective and secure way to communicate with customers after hours, reducing security concerns. The new system's real-time monitoring also enabled the security team to proactively identify and address suspicious activities, preventing potential incidents before they escalated.

The ease of **sharing footage with law enforcement greatly streamlined investigations**, leading to faster incident resolution. There were also notable improvements with operational efficiencies, with the intercom system enhancing daytime operations and enabling remote management of customer interactions.

The flexibility of Pine Cove's payment plans allowed Jackpot Casino to implement the Verkada system across multiple locations **without exceeding their budget**. Today, the casino enjoys enhanced security, improved communication, and greater peace of mind for staff and guests. The **management team has expressed their satisfaction with the solution, praising its positive impact on their operations and overall security**.

Pine Cove Consulting Partnership and Verkada

2022 Verkada Partner of the Year

The partnership between Pine Cove Consulting and Verkada offers businesses like Jackpot Casino the best of both worlds: local expertise combined with cutting-edge technology. As a leading IT integrator in the Rocky Mountains, Pine Cove understands the specific challenges businesses face in this region and provides tailored solutions that meet those needs.

Verkada's advanced, cloud-based platform delivers real-time access, intelligent analytics, and seamless integration, while Pine Cove's proven track record ensures a smooth implementation and ongoing support. **As a 2022 Verkada Partner of the Year, Pine Cove Consulting is dedicated to providing unparalleled service, offering proactive and scalable security solutions that grow with businesses**.

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I just feel like it's more than a business relationship where I'm not calling an 800 number. This is real-life integration...I appreciate that relationship very much."

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