

Europe's largest casino development chooses IDIS video tech for reliable future-proof surveillance with ongoing options for systems integration and AI analytics



Industry

Leisure and hospitality

Customer

GoldenEye Casino & Resort

Region

Bulgaria

IDIS Partners

Volga Elektronik

Background

Europe's largest casino development is major new leisure destination



The GoldenEye Hotel and Resort in Svilengrad, Bulgaria was the largest casino development in Europe when it opened its doors in January 2024. A purpose-built luxury complex, owned and operated by BC Industries, the GoldenEye includes a hotel, gaming rooms, a spa center and pool, high-end restaurants, and retail outlets. Located on the coast less than a kilometer from the Bulgaria-Turkey border, this 61,000 square meter development is ideally located as an international leisure destination and has quickly become a major attraction for casino enthusiasts, tourists, spa and wellness customers, and business professionals.

Challenges

Need for comprehensive HD surveillance, efficient VMS for multiple operators, and system flexibility



BC Industries wanted to find the most robust and powerful video solution, not only to provide a safe, secure, and welcoming environment for hotel guests, but also to optimize the efficiency of back-of-house services. For the casino itself, the security challenges are even more demanding: there is a requirement for complete

24/7 visibility over gaming tables and public areas; guaranteed fault-free image capture and recording of HD video footage; and the most efficient real time monitoring tools for multiple users.

The company also wanted flexibility designed-in, with a modular approach that would allow surveillance reach to be expanded, as well as integration with their other systems, and the adoption of AI analytics as future requirements emerge. IDIS technology was identified as the preferred solution, and the contract was awarded to IDIS integration partner Volga Elektronik.

Solution

IDIS complete end-to-end solution provides 24/7 HD view of all casino activities – with advanced AI capabilities to be added

An end-to-end video solution from IDIS was installed to cover the casino, the hotel, and car parks. It not only ensures HD coverage of all transactions, but it also provides a flexible platform for the planned adoption of AI-powered analytics.

- The system comprises more than 600 cameras; seven 64-ch NVR recorders; enterprise-level IDIS Solution Suite VMS including Critical Failover to ensure continuous access to video; and all system accessories.
- A combination of IDIS 12MP Super Fisheyes, 8MP IR dome cameras, and 5MP IR domes allows broad scene surveillance of all internal areas, without blind spots, plus targeted coverage of priority locations including gaming tables and cashier stations. External areas, including parking bays and entrances, are covered using IDIS 5MP bullet cameras and 2MP IR PTZs.
- IDIS Solution Suite VMS allows 24/7 monitoring by six operators and two supervisors, using a control room video wall, with live viewing and simultaneous playback, and full failover protection against loss of video data in the event of network instability.
- The solution is NDAA-compliant, with industry-best cybersecurity protection; and meets GDPR requirements, with IDIS' dynamic video privacy masking allowing footage to be easily exported without privacy infringement.



Results and benefits

Powerful solution delivers advanced monitoring and investigation capabilities



The security team at the GoldenEye resort and casino now has a powerful video solution to keep watch over the thousands of daily visitors, to maintain safety, and to identify any suspicious transactions or activity.



BC Industries is also taking advantage of the future proofing capability that IDIS tech ensures, and is testing IDIS AI-powered people counting, heat maps and occupancy monitoring, with analytics targeted at the casino entrances.

In addition, video system integration with the casino's ERP software is also being introduced, with transaction data to be overlaid on recorded video for efficient incident investigation.

" IDIS video technology is perfectly designed for casino security. Our new system gives us all the advanced surveillance capabilities we need to protect our guests and our facilities. And we'll be able to easily adapt and extend it in the future and take advantage of exciting new capabilities. "

Mert Çalışkan
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