



Casino Esplanade, Hamburg

The Casino Esplanade in Hamburg is one of the most modern and innovative gambling houses in Germany. Since opening in December 2006, over 170,000 people have visited it. More than 150 high-resolution Cam_inPIX® Colour Dome cameras from the CCTV/IP-specialist Dallmeier in Regensburg ensure that everything happens above-board despite the high numbers of visitors.

The casino daily attracts numerous visitors with its great entertainment possibilities. There are 18 gambling tables available, ten Roulette tables, four Poker and four Black Jack tables. Additionally the Casino provides 140 slot machines. Between the games the bar offers a great relaxing ambiance and in the restaurant visitors can expect culinary delights. Moreover, scores of special events - like poker tournaments and parties - attract even more visitors.

275 employees work in the Casino Esplanade giving the visitors the sensation of being in "Las Vegas" for a moment. It is important for those in charge of the Casino to guarantee an ideal service and the greatest possible safety for gambling. Therefore the Casino Hamburg received the international certification DIN ISO EN 9001:2000 as the first grand casino in the North.



The Casino Esplanade is groundbreaking: It totally reinterprets the term "Casino" and counts on a stylish and modern interior design – contrary to more classic casinos. To offer the customers a safe gambling experience, the casino also breaks new ground in its use of technology. Otto Wulferding, general manager of the Casino Hamburg says: "It is very important for us to make our guests feel comfortable and absolutely safe, particularly regarding their stakes. Possible discrepancies at the table need to be clarified quickly and simply. A reliable video surveillance system, providing clear and precise pictures, was an absolute must for us."

A custom-made security system

VTS-Videotechnik GmbH from Hamburg planned and realised the security system for the Casino Esplanade together with DEKOM Video Security & Network GmbH, a system house for professional video surveillance and management systems that is independent of the manufacturer. The entire technology derives from Dallmeier electronic GmbH & Co.KG, a company known worldwide as a specialist in networked casino surveillance that regularly hits the headlines with its major projects like the Sands and the Venetian Casinos in Macau and the Barona Casino in the U.S.A.

Wolfgang Haack, managing director of DEKOM Security & Network GmbH, relies on products and solutions from Dallmeier for casino projects. "When you buy products and solutions from Dallmeier, you are also buying their substantial experience in casino projects worldwide. Customers benefit from this fact and I have no doubt that it contributes to their purchase decision."

Detailed and true-colour pictures with Dallmeier CasinoCams®

Gaming is monitored round-the-clock by more than 150 high-resolution Dallmeier CasinoCams® (in this case vandal-resistant colour dome cameras) with Cam_inPIX® technology and by ten controllable PTZ dome cameras. Especially in a casino with difficult lighting conditions Dallmeier's Cam_inPIX® technology demonstrates all its abilities. With its specially developed software, CasinoCams® deliver the best picture material possible under specific casino conditions. Due to high contrast and true-colour pictures, the imprints on playing cards and the colour of chips can be identified clearly even though the colour of the table varies. CasinoCams® compensate for the light reflections from fast spinning roulette wheels and there are no smear effects.



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Robert Heymann from VTS says: "Alongside the perfect recording systems and the ideal network management-systems, the cameras are pre-configured for the special challenges presented by casino surveillance. When immediate clarification of attempted fraud is required the accuracy of the colour pictures and the unique detail captured is essential for the clear distinction of the chips and playing cards"

Recording in Broadcast quality

Captured video images are shown on three workstations featuring high resolution flat screens. This digital matrix, which involves the connection of many Dallmeier components into a network, is the core of the surveillance system.

In total there are 88 DIS-1/S recorders recording in MPEG-2 format to ensure the best possible image quality. The one channel MPEG-2 video streaming server is at the same time encoder and decoder offering triplex functionality - audio and video recording, transmission and replay simultaneously. All other cameras are integrated in the network through six DMS 180 III recorders.



Easy and intuitive operation

The entire video system is controlled using the SeMSy management system. The major advantage of SeMSy is that it can easily be customised in order to fulfil the individual requirements of the client. For example, it is possible to personalise the graphic interface and to integrate individual floor plans. The Casino Esplanade implemented this skilfully.

Via a front view of the building the operator can switch with only one mouse click to any floor. This generates an exact plan of the floor, with the location of every camera marked. One click is sufficient to obtain the view of any specific camera. The operation of the system is intuitive and self-explanatory.

A satisfied customer

Dr. Hergen Riedel, press chief of the Casino Hamburg, confirms the customer's complete satisfaction: "The user friendliness of the system is really impressive. Disagreements at a table can be clarified discreetly and clearly within a few minutes." Indeed the clarification of dissent is well-organised. In case of an unclear circumstance, the course of the event is investigated in a matter of minutes with the help of the Dallmeier SmartFinder in the security room. The result is shown to Chairman and Croupier, due to the recorded picture material available with a Dallmeier system.

Should a guest not accept the situation despite the clear investigation and the issue goes to court, the relevant pictures can easily and quickly be burned on a CD and with the Kalagate-Certification they can be used as evidence in court.

Ready for the Future

The requirements in the Casino Esplanade will surely grow or change in the next years – for example when new components are added or when new functions are needed. Due to the open and flexible system architecture of the Dallmeier system, expansion is straightforward. The system is perfectly prepared for the future and makes it easy for the customer to accommodate the system to current needs.



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The history of the Casino Hamburg

Until December 2006 the headquarters of the Casino Hamburg was in the InterContinental hotel. On January 20, 1978 the grand opening took place. Television moderator Frank Elstner was invited to the first Roulette gala evening. The residents of Hamburg had been curious about this event long before with cranes pulling the gambling tables up to the ninth floor, because the elevators of the hotel were too small. After one year of construction work the first ball rolled.



Over the next few years the slot machine casinos at the Steindamm and in Wandsbek followed. In 1987 the Casino acted in accordance with the Hamburger senate and combined Kiez with casino. Since then the location of the casino is a restored art nouveau building in Hamburg's most famous street, the Reeperbahn. In 2003 the Casino entered new ground with the Casino Mundsberg. For the first time a branch opened in a shopping centre, to combine shopping and gambling.

Since 2006 the Casino Hamburg has a casino location that combines all operations under one roof, the Casino Esplanade. Gambling, administration, management and technology can be found in one single place.