

CASE STUDY

Helping Club Rivers implement a modern responsible gaming solution

A photograph of the Club Rivers building, a large red structure with white signage that reads "CLUB RIVERS". The building is set against a dark, cloudy sky. A utility pole is visible in the foreground.

The Customer

Club Rivers located in Riverwood Sydney is a community-based organisation with over 17,000 members.

The Challenge

The club promotes responsible gaming and supports the self-exclusion of problem gamblers. The existing manual systems to identify problem gamblers returning to the club were inefficient and time consuming. Club Rivers wanted to implement a modern responsible gaming solution. They were seeking a vendor and security Distributor that had a proven track record and could provide a system that was accurate and easy to use. They selected EOS as the solution distributor and Vix Vizion's Imagus Responsible Gaming Solution.

The Solution

Vix Vizion in conjunction with EOS, provided the Imagus Responsible gaming solution which uses facial recognition to provide real time alerts if a self-excluded problem gambler enters the club or the gaming area. The problem gambler had previously registered with the Betsafe self-exclusion register. The solution also includes an integration between the dedicated Imagus stand-alone server residing at Club Rivers and the Betsafe database so that the self-excluded problems gamblers database is kept up to date. The Imagus Facial Recognition product was designed to work in uncooperative environments (poor lighting and partial faces) and therefore provides excellent results in a club environment.

Get in touch with us

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“Our partnership with EOS and Vix Vizion has facilitated a drastic increase in the care level we provide to our patrons and staff. Since going LIVE, we have been able to detect and respond to a person of interest entering the venue, in some cases before they have even made it to a reception desk. The installation of the Imagus Facial Recognition Technology is something that can seem intimidating from an operational perspective. Still, the EOS and Vix Vizion teams make the process as user-friendly and smooth as possible. This gives everyone a sense of security that, when coupled with instant alerts, means the entire team can remain vigilant and look out for each other. EOS and Vix Vizion teams genuinely care for our venue and take great pride in ensuring we are running the most advanced version of any available technology, so we are always getting maximum value for our investment. If you are in the market for a Facial Recognition provider, I strongly recommend you start your journey at EOS with Vix Vizion.”

- **Jamie Neil, Gaming Operations Manager (Club Rivers)**

The Benefit

The Responsible Gaming solution installed at Club Rivers provides real time alerts with clear on-screen notifications and to Club River's in house pager system, allowing staff to take appropriate actions if a self-excluded problem gambler enters the premises. EOS provided all necessary equipment which included staff training.

How Is Privacy Addressed?

The Vix Vizion Imagus product does not keep images of people seen on the cameras at the club. These images are deleted after 30 days. The only images kept are those of people who have registered as self-excluded problem gamblers. Clubs Rivers restricts access to the Imagus server and operates the solution with privacy principles required by the Privacy Act.

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