



Tuscany Casino

Tuscany Casino, located in Las Vegas, is an Italian-themed casino and hotel resort offering more than 700 slot, video poker and keno games. Tuscany is located on Flamingo, just east of the famous Las Vegas strip. The casino was the first to install an all-digital surveillance system to monitor its resort.

Background

Prior to opening Tuscany Casino, the resort's management decided to implement an all-digital surveillance system that would eliminate tedious processes, such as tape swapping every eight hours and a seven-day archive of tapes that most casinos became accustomed to throughout their history. However, installing this digital surveillance required an IT infrastructure surrounded by highly available and reliable support systems. Tuscany relied on Liebert to deliver a UPS and precision cooling system to keep the surveillance system operational, which was critical to prevent gaming downtime and lost revenue.

Case Summary

Location: Las Vegas

Products/Services:

- 65 kVA Liebert Npower
- Liebert Deluxe Series 3
- Liebert Foundation Enclosures

Critical Needs: Provide reliable precision cooling and power solutions for Nevada's first all-digital casino surveillance system.

Results

- Deployed UPS prior to opening, which enabled critical installation of surveillance system and other business-critical IT systems.
- Achieved fully operational, digital surveillance system in time for casino opening.
- Created a highly reliable IT infrastructure support system delivering precise and continuous control of data center applications.
- Secured access to the local service business of Emerson Network Power for maintenance on the UPS system.



The Situation

Prior to opening, Tuscany Casino made the decision to become the first casino in Nevada to implement an all-digital surveillance system. Going digital would pay big dividends for the casino by eliminating the tedious manual process of swapping tapes for each security camera every eight hours, and the bulky seven-day archive of tapes Nevada casinos are required to maintain.

But the decision to go all-digital also upped the ante on IT system availability. Surveillance is a business critical system for a casino, and when the surveillance system is all-digital, it becomes dependent on the IT infrastructure. If IT systems go down, so does the surveillance system. And, when the surveillance system goes down, the casino must cease revenue-generating gaming activities.

Data Center Associates (DCA), a technical and environmental infrastructure design company, was brought in to develop the digital surveillance system and the data center to house it.

“Some plans had already been developed regarding the data center before we got involved in the project,” says Dean Stoneburner, vice president of sales and support for Data Center Associates. “But, when we evaluated those plans it was clear they were inadequate and impractical.”

For example, the UPS that was specified for the system was oversized for the application and the data center space itself was undersized. In addition, general building air conditioners were specified for environmental control, rather than the precision units typically used in data center applications.

“We had to completely overhaul the plan, including redesigning the space and the support systems,” says



“I worked with Liebert in the past and always found them responsive. They have a high-quality, reliable UPS and I really like the fact that they had their own service people so we didn’t have to work through third-party contractors for maintenance on the UPS system.”

*Dean Stoneburner, vice president of sales and support,
Data Center Associates*

Stoneburner. “And, we had to do it fast, because we had little time before the scheduled opening.”

The Solution

“Liebert was a big part of the solution,” says Stoneburner. “We had to triple the size of the data center to accommodate the equipment required, and the only way we were able to keep the space that small was by mounting all of the equipment in Liebert racks.”

DCA also resized the UPS—from 185 kVA to less than 100 kVA—and switched from the originally specified UPS vendor to Liebert. “I worked with Liebert in the past and always found them responsive,” says

Stoneburner. “They have a high-quality, reliable UPS, and I really liked the fact that they had their own service people locally so we didn’t have to work through third-party contractors for maintenance on the UPS system.”

DCA selected a 65 kVA Liebert Npower with 45 minutes of battery capacity and a maintenance bypass. Liebert Npower utilizes true double-conversion online technology to protect against the full spectrum of input and output power disturbances, while the maintenance bypass helps ensure continuous availability by enabling manual transfer to utility power during UPS service. A Liebert Deluxe Series 3 was selected to provide precision air conditioning, air filtration and humidity control for the new data center.

“The hospitality industry hasn’t traditionally been a heavy user of information technology so they didn’t understand the importance of precision air conditioning,” says Stoneburner. “But we were able to convince them that with the systems they had in place the risks of relying on general building air were too high. Data center applications require more precise and continuous control.”

The Results

Liebert not only delivered the UPS in time for the Casino opening, it arrived in time to play an important supporting role in the installation of the surveillance system and other IT systems.

“We had to install and test a number of IT systems before utility power was available,” says Rock Hall, DCA’s IT project manager. “We used the Liebert UPS to condition power from two temporary generators during the installation process. We could never have met our deadlines without it.”

Thanks to the dedicated efforts of Data Center Associates and partners such as Liebert, the Tuscany Casino opened on schedule with the first all-digital casino surveillance system in Nevada fully operational.

“In planning this complex, we wanted to do things that would set us apart from other resorts in this area, including using technology more effectively” says Bruce Fraser, general manager of the Tuscany Casino. “We believe we’ve accomplished that. Having the right support systems in place has been key to our success. If we can’t depend on our surveillance and IT infrastructure we’re in trouble, and both have been very dependable.”

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