

Stepping Stone Technologies

Casino Information Management System

General Features

- Import/Export Records – full record transfer to/from other CIMS locations
- Spell Check – complete word processing capabilities for all text entries
- Automatic Updates – new features, fixes/changes to existing functionality can be downloaded and installed over the Internet
- E-Mail log – record of Date/Time, From, To and Subject

Daily Events

A chronological record of daily activities

- Customizable field names and code tables
- Default field values for recurring events
- Text-string code table referencing
- Link to Occurrence reports, Subject/Incident reports and Dispatch
- Shift manager reporting
- Provides a continuity of information between operators with regard to daily activity

Subject/Incident Database

A complete historical record of observations regarding customer activities

Subject

- Image capture – link a subject (player, employee) to the details of an incident
- Facial Recognition – biometric identification/retrieval of subjects
- Name – auto complete, partial name search available
- Address – record multiple addresses
- Alias – common names, AKA's
- Distinguishing Features – marks, scars, tattoos, jewelry, etc
- Identification – record multiple ID types and phone numbers
- Watch List – count teams, fraud groups, prohibited persons, gangs
- Merge duplicate records

Incidents

- Incident Classification – chronological history of observations/activities, order by date or group by type
- Location – identify hot spots for activities
- Time – pinpoint incident activity

- Status – relationship of subject to the incident
- Details – what happened in each incident
- Involved – create a web of associations
- Money Transactions – track buy-ins, cash-outs, markers, foreign exchange
- Barred Dates – list of 86'd persons, expiry dates
- Disputes – record false claims, money recovered, dispute images
- Services used – Police, Fire, Ambulance, Taxi, etc
- Linked – access to any file on the server

Occurrence Report

Original/supplemental reports from individual staff members

- Track report assignment, completion and verification
- Link to Subject/Incident and Event
- Word processing functionality
- Segregation/security of individual reports

Employee Database

Employee personal information, with a history of activities and associations

Employee

- Name – auto complete option
- Address – local, mailing, e-mail, fax, etc
- Licensing Information – hire/termination/re-hire/expiry dates, status, job title
- Personal Information – next of kin, blood type, emergency contact, courses, skills

Incidents

- Player Involvements – interaction with customers
- Game Protection Audits – adherence to procedures
- BJ Pace Audit – skill checks
- Cashier Variances – identification of potential problem areas
- Internal Procedure Report – positive/negative performance/promotion activity
- Shift Manager – access employee incidents, identify training issues

Dispatch

Security activity for each shift

- Available For dispatch – list personnel to be assigned
- Pending Calls – hold for a specific person/time
- Priority – order pending calls by importance
- Active Calls – time dispatched/closed, text entry information, linked to Occurrence Report
- Drag and Drop – assign, clear, close

- Dispatch Areas – designate specific locations for a specific dispatcher
- Unit Numbers/Names – dynamic or static list

Watch

Auto-capture and search images from any camera

- Adjustable thresholds for image quality and match level
- Continuous encoding and searching
- Audible alarm for matches above the threshold
- Direct link to matched Subject/Incidents

Logs

Replace paper-based handwritten books

- Visitors– provides a searchable history of persons entering and leaving
- Access Card Inventory – track the issuance of security type cards as well as levels of access, termination dates etc.
- Equipment Problems– maintain a history of all types of equipment failures/problems/fixes
- Media Review– record the association between an incident and the corresponding media footage
- Media Copy – record the master tape label/media file name for saved footage

Badges

Provide ID cards for employees, visitors, VIP's

- Flexible designer
- Effective use of color coding
- Add badge owner name and produce badge in seconds
- 2-sided printing

Information Retrieval

Any combination of data fields can be searched

- Before, after and range available for date fields,
- Starts/ends with, contains available for all text fields
- Same screen for data entry and search
- Results can be printed and/or e-mailed

Reporting

Variable views of Event and Subject/Employee incidents

- Events – group by type, order by date/time, date range
- Incidents – user selected report format
- Statistics – activity by type, by location – money recovered – cashier variances by employee

Internal Message

Private contact between users

- Individual or group messages
- Notify at log-on
- Individual user control
- Indicate all recipients

Internal E-mail

Share information with any other location

- Selected record auto-formatted for transmission
- Select the information to be included
- Insert additional information
- Address to individuals or create groups
- Auto-log individual messages

System Administration

Complete user and functionality management

- Create user-defined fields
- Use familiar code values
- Customize audit questions
- Set user access levels
- Allow create, view, update, delete for selected roles
- Record protection by user level
- Create pop-up help balloons for incident entry
- Set users available for dispatch
- Adjust threshold levels for image capture

Transaction Monitoring

All user activity time/date recorded

- Daily Events, Subjects/Employee Incidents, Dispatch, Visitors, Equipment
- Search by date range and individual module
- Load individual records from audit screen