

# ENHANCING CASINO KEY CONTROL WITH TORUS & GALLAGHER SECURITY



Mindil Beach Casino & Resort is a casino in Darwin, Australia, owned and operated by Delaware North. It is the only casino in Darwin.

The facilities team faced operational challenges managing physical keys due to manual key management system.

Managing and tracking high-value keys - such as those for floor operations, gaming tables and cash boxes made it difficult to ensure accountability over who had access to keys. Without real-time visibility or reporting there was a high risk of keys being taken off-site and becoming lost or worse.

The lack of control over critical operational keys resulted in unwanted security and compliance risks. It also presented audit and financial governance risks because operational processes were complex and error prone.

Gallagher Security Command Centre is used for physical access control and would ideally be used to provide control over access to keys. Mindil Beach Casino required an enterprise grade key control solution that would work seamlessly with Command Centre. Torus was selected to provide this solution.

The Torus integration with Command Centre enables it to be extended for managing permissions to keys. Torus has delivered real time visibility, control and has significantly improved operational efficiency. Managers no longer need to manually chase down missing keys and work out who may have them. Torus cabinets are strategically located for staff to have convenient access while maintaining oversight through real-time tracking and reporting. Facility and security managers can now control access to keys using Command Centre or via the informative Torus Dashboard. If keys are not returned on time, Torus sends real-time SMS and email alerts to the user and managers - ensuring accountability and prompt return of the keys.

THE CHALLENGE	THE SOLUTION	THE SAVINGS
<p><b>MANUAL KEY MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>× No access control for keys</li> <li>× Lack of accountability</li> <li>× Operational inefficiencies</li> <li>× Security and compliance risks</li> <li>× Human error and administrative burden</li> </ul>	<p><b>\$28K PER SITE</b></p> <ul style="list-style-type: none"> <li>+ Torus cabinets configured and installed</li> <li>+ Management from a single platform (Command centre)</li> <li>+ Enterprise grade solution</li> <li>+ Real-time alerts via SMS and email</li> <li>+ Reduced administrative burden</li> </ul>	<p><b>5,952 HOURS PER YEAR</b></p> <ul style="list-style-type: none"> <li>✓ ROI = 2 months</li> <li>✓ Reduced labor costs managing keys</li> <li>✓ Reduced cost of replacing expensive keys</li> </ul>



The Torus and Gallagher integrated solution has significantly improved our operational efficiency. We now have visibility over who's accessing keys, and when. The real-time SMS alerts and audit reports have reduced risk and help ensure that we are compliant. It's simplified our operations and saved a lot of time.

Mindil Beach Casino & Resort