

How Grand Sierra Resort turned a complex security requirement into a competitive business advantage.



MIRASYS



CASE STUDY

**AI System
Deployment
at Grand Sierra
Resort in Nevada**



Introduction

As thousands of patrons play their favorite game on the casino floor, other guests are simultaneously checking into the hotel, enjoying dinner in one of the resort's acclaimed restaurants, attending conventions, bowling with their families, shopping, relaxing at the spa, or being escorted into exclusive VIP experiences.

Thousands of employees are coordinating operations across one of the largest destination resorts in the Western United States. Every entrance, gaming area, convention hall, restaurant, hotel tower, parking facility, entertainment venue, and back-of-house operation is constantly in motion.

To the guests, everything feels effortless.

Behind the scenes, however, an intelligent ecosystem powered by Mirasys and Vaidio is quietly helping protect people, streamline operations, and deliver actionable intelligence that improves nearly every aspect of the resort.

Grand Sierra Resort (GSR) in Reno, Nevada, is far more than a casino—it is a fully integrated hospitality and entertainment destination. The expansive property features a world-class casino, luxury hotel accommodations, one of the region's premier entertainment arenas, an expansive convention center, award-winning restaurants, nightlife, retail shopping, a luxury spa, one of the country's largest bowling centers, outdoor recreation, and exclusive VIP experiences.





Problem Statement

Every day, thousands of guests, employees, entertainers, convention attendees, vendors, and VIPs move throughout the property. Each venue presents its own operational challenges, requiring security, guest service, operational intelligence, and business analytics to work together seamlessly.



Grand Sierra faced a unique challenge: delivering world-class security while maintaining a completely air-gapped surveillance environment, along with advanced analytics to meet highly specific operational requirements, and transforming surveillance data into actionable intelligence that improves guest experiences, streamlines operations, and drives profitability.

They needed a flexible, future-ready platform capable of evolving alongside one of the gaming industry's most complex entertainment destinations.





Executive Summary

One of the Largest Destination Resorts in the Western United States

Grand Sierra Resort is more than a casino—it is an around-the-clock destination where hospitality, gaming, entertainment, conventions, dining, and VIP services all operate simultaneously.

Property Highlights

- Luxury hotel accommodations
- Expansive casino operations
- Premier entertainment arena
- Large convention and meeting facilities
- Award-winning restaurants and lounges
- Retail shopping
- Luxury spa
- One of the largest bowling centers in the United States
- Outdoor recreation and attractions
- Extensive parking and transportation infrastructure
- 24/7 operations serving guests from around the world



Why Scale Matters

Protecting a destination resort of this magnitude requires far more than traditional video surveillance. Every day presents thousands of simultaneous activities across gaming, hospitality, entertainment, conventions, food and beverage, retail, and VIP services.

For Grand Sierra Resort, surveillance has evolved into an enterprise-wide intelligence platform that helps protect guests and employees, improve operational efficiency, enhance guest experiences, and provide valuable business insights across the property.

In this case study, readers can learn about the challenges and the AI solutions that help identify those challenges while assisting the surveillance team in responding to them quickly.





Leadership Driven Innovation

We had the privilege of sitting down with Grand Sierra Resort's Director of Surveillance, Scott Wallace, a highly respected gaming executive with more than 30 years of experience and a distinguished military background.

Responsible for protecting one of the country's most sophisticated gaming and entertainment destinations, Scott has become a driving force behind the property's technology evolution.

His passion for innovation was immediately apparent. Rather than viewing surveillance as simply a security function, Scott sees it as a strategic business platform capable of improving nearly every aspect of the resort—from guest safety and operational efficiency to marketing intelligence and VIP engagement.

Having personally overseen every phase of the Mirasys and Vaidio deployment, Scott enthusiastically shared how the partnership has transformed surveillance from a reactive security system into a proactive business intelligence platform.

Previously, Grand Sierra relied on a leading facial recognition solution provider whose technology roadmap increasingly centered on cloud-based deployments—an approach that conflicted with the resort's strict air-gapped security requirements. Mirasys provided the open, fully on-premises architecture Scott was looking for while allowing Grand Sierra to leverage Vaidio's expanding portfolio of artificial intelligence applications.

Today, the platform extends far beyond traditional video surveillance, providing facial recognition, weapons detection, fire and water event detection, people counting, object detection, license plate recognition, cross-camera tracking, and a continually expanding catalog of AI-powered analytics.

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"Having worked with many VMS companies, I can confidently say Mirasys stands apart. They not only make life easy, but they're genuinely open to every idea I bring. I often invite fellow surveillance directors to see the system—not for any reward, but because I want others to experience the success we've achieved. Mirasys is the only company that truly delivers what we, as Surveillance Directors, need."

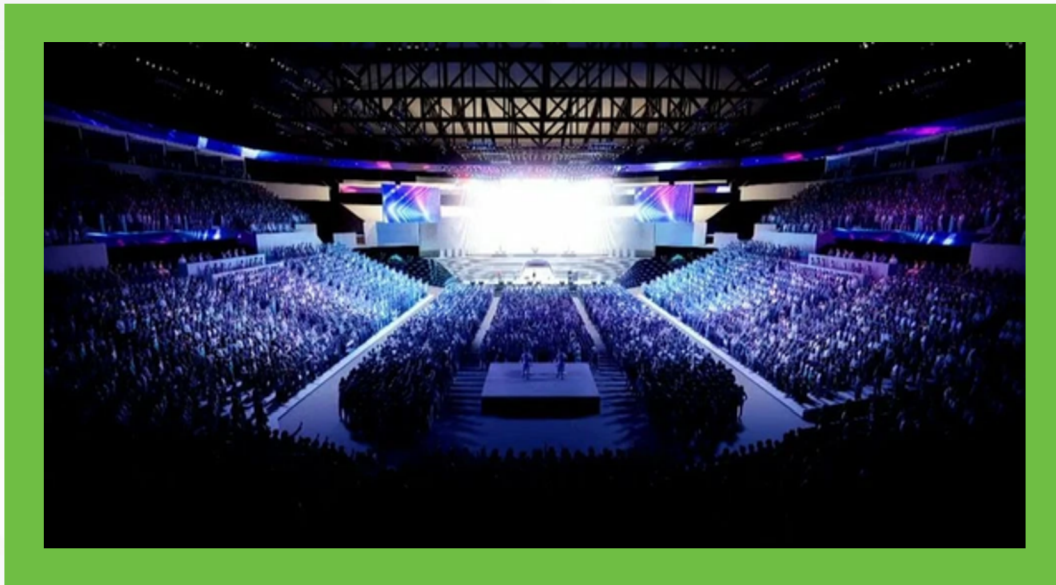
Scott Wallace - Director of Surveillance at GSR





Securing a World-Class Venue

Grand Sierra is currently building a world-class arena that will contain 10,000 seats. Protecting performers, staff, and attendees requires far more than traditional surveillance. Scott is working with Mirasys and Vaidio to take security to a whole new level.



Using Vaidio's facial recognition technology integrated with Mirasys, the resort is deploying AI at public entrances to identify banned or unwanted individuals before they enter the venue. The system provides security teams with immediate situational awareness, allowing them to proactively respond before incidents develop.

Mr. Wallace is also exploring multi-factor authentication by **combining facial recognition with PIN credentials to secure restricted operational areas**. The result is stronger security while maintaining a seamless experience for authorized staff, performers, vendors, and VIP guests.

Because the solution remains entirely on-premises, Grand Sierra maintains complete control of sensitive data while continuing to expand AI capabilities as new operational needs emerge.





Transforming the Modern Casino Floor

On the gaming floor, surveillance has evolved well beyond identifying excluded patrons. Scott continues to enhance operations with AI-powered features.

Facial recognition helps security personnel identify banned individuals daily, preventing them from returning to the property and enabling security teams to respond quickly and confidently.

Beyond traditional security, Scott is collaborating closely with Mirasys and Vaidio to develop new AI-driven **tools that automate routine surveillance tasks**, reduce manual workloads, and improve operational efficiency across the property.



"I am so impressed with Mirasys and Vaidio. They not only listen to my ideas—they immediately begin working on them. Their customer service is unmatched as far as I am concerned."

Scott Wallace - Director of Surveillance at GSR

Rather than simply reviewing recorded video after an event occurs, the platform continuously analyzes activity in real time, helping operators prioritize incidents, review meaningful alerts, and **make faster, more informed decisions**.

As new operational challenges emerge, the open architecture of Mirasys and the flexibility of Vaidio allow Grand Sierra to rapidly deploy new AI applications tailored to the property's evolving needs. The result is a surveillance operation that becomes smarter over time, freeing personnel to focus on higher-value responsibilities while technology handles repetitive monitoring and data analysis.





Elevating the VIP Experience

Artificial intelligence isn't only improving security—the aim is to redefine personalized guest service.

One of Scott's top priorities is to **ensure that VIP Guests get the royal treatment** while they're on property. For instance, when VIP guests arrive, facial recognition can discreetly identify them and immediately notify casino hosts. Guests receive personalized attention from the moment they enter the property, creating a seamless luxury experience without requiring manual intervention.

At the same time, the platform will provide valuable operational intelligence by showing where VIP guests spend their time throughout the resort. These insights allow marketing and casino operations teams to better understand guest preferences, optimize future offers, and **deliver increasingly personalized experiences that strengthen guest loyalty.**





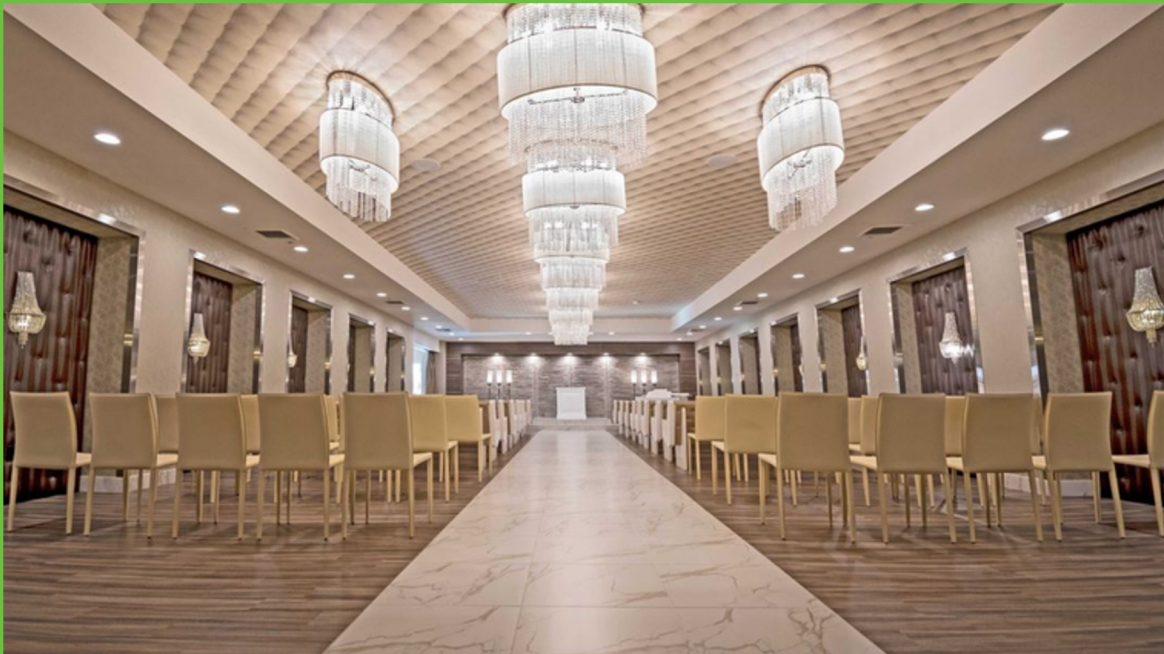
Turning Convention Traffic into Revenue

One of Scott Wallace's most **innovative applications** extends beyond traditional casino operations. Here is the concept that he is currently pursuing with the Mirasys & Vaidio teams.

Within Grand Sierra's convention center, the Mirasys and Vaidio platforms will measure **attendee dwell times, traffic flow, and visitor engagement** throughout exhibit halls.

These analytics provide convention organizers with objective, data-driven insights that demonstrate booth performance and attendee engagement to exhibitors. Rather than relying on estimates, Grand Sierra can deliver measurable value that strengthens exhibitor relationships and opens new opportunities for future convention business.

It represents an entirely new business use case—one that transforms surveillance data into a competitive advantage.





Future-Proofing Surveillance

Perhaps the greatest strength of the Mirasys platform is its openness and flexibility.

Unlike proprietary systems that restrict innovation, Mirasys provides Grand Sierra with **a platform that can continually evolve** alongside the resort's operational needs.



Whether integrating new cameras, AI applications, environmental sensors, or future technologies, **the platform expands without requiring the resort to replace its underlying infrastructure.**

For Scott Wallace, that adaptability has become one of *the partnership's defining advantages.*



"Our partnership with Mirasys and Vaidio is excellent. It's great to add any camera or sensor we want and begin to capitalize on that data immediately."

Scott Wallace





Key Outcomes

The collaboration between Grand Sierra Resort, Mirasys, and Vaidio has and continues to position surveillance as a strategic operational platform that delivers measurable value across the property.

Highlights

- Fully on-premises architecture supporting a secure air-gapped environment
- Open video management platform designed for long-term scalability
- AI-powered analytics extending far beyond traditional surveillance
- Enhanced safety through intelligent monitoring and proactive alerts
- Improved operational efficiency through automation and intelligence
- Personalized VIP experiences powered by facial recognition
- Convention analytics will provide a measurable value for exhibitors and event organizers
- Rapid integration of new AI applications as operational needs evolve
- A collaborative technology partnership focused on continuous innovation

"Customers like Scott are invaluable to Mirasys. He doesn't just identify challenges—he pushes us to solve them. His deep understanding of casino surveillance, combined with his vision for what's possible, continually inspires innovation within our platform. Scott has a unique ability to see beyond today's operational needs and champion solutions that ultimately benefit not only his property, but Mirasys customers around the world."

— **Max Davis, VP of Sales at Mirasys**





Setting a New Standard for Destination Resorts

As the final encore ends and thousands of concertgoers make their way toward the exits, the casino floor remains active, hotel guests continue to arrive, convention attendees prepare for another full day, and VIPs move effortlessly throughout the resort.

Most guests never notice the technology quietly working behind the scenes.

The technology works quietly to orchestrate this complex environment. Powered by Mirasys and Vaidio, the intelligent ecosystem monitors and analyzes data to protect guests, support employees, and drive efficiency.

For Grand Sierra Resort, surveillance has evolved from a simple recording system into a strategic business asset that bolsters security, optimizes operations, and elevates the guest experience.

It positions one of the largest destination resorts in the West to lead the next generation of AI-driven innovation.

As the resort continues to evolve, its partnership with Mirasys and Vaidio proves that combining an open video management platform, advanced artificial intelligence, and visionary leadership creates a smarter, more connected, and more profitable way to operate.

