Solution Brief



Extend your reach, not your risk

Unlocking casino operational continuity with a resilient communications backbone

MOTOROLA SOLUTIONS



Building a failsafe communications foundation

High-stakes gaming destinations operate on immediate, synchronized action. Across table gaming pits, cashier cages and high-limit salons, casino profitability relies on coordinated execution every second of every shift. When frontline communications falter, dealing cadence slows, patron disturbances escalate and high-margin potential revenue evaporates. While commercial cellular networks and property Wi-Fi connect administrative staff, they introduce severe operational vulnerabilities during high-occupancy events and carrier outages. Sudden network congestion leaves security compromised, delays medical dispatches and risks mandatory regulatory shutdowns.

Sustaining table velocity and safeguarding staff and guests requires an enterprise architecture engineered for operational continuity: an independent private radio backbone paired with broadband push-to-talk (PTT) mobility. A dedicated private radio baseline guarantees mission-critical voice certainty across high-stakes gaming and physical security operations independent of commercial cellular networks and utility grids. Concurrently, broadband PTT extends enterprise reach, smart-device collaboration and multimedia sharing across distributed resort operations, connecting frontline service teams with leadership to accelerate decisions. Uniting these complementary technologies delivers three vital outcomes:

→ Uninterrupted gaming velocity

Delivers instant push-to-talk certainty for pit supervisors, cage cashiers and security escorts over private radio, while extending flexible group voice to slot technicians and guest-facing staff on mobile devices to sustain floor momentum.

→ Proactive protection for staff and guests

Safeguards frontline personnel and patrons across high-decibel gaming floors, subterranean cash corridors and multi-deck parking structures through rugged hardware, active noise suppression and instant duress alerting.

→ Unified venue awareness

Integrates intelligent video security, access control and discreet environmental sensors directly into primary voice channels, securing vaults, count rooms, private salons and perimeters before disruptions affect play.

Resilient, connected casino operations

- **Private communications networks**
  Provide dedicated, on-premises voice infrastructure operating independently of commercial carriers, ensuring security, gaming and emergency talkgroups remain live during public cellular congestion and severe utility outages.
- **Two-way radios**
  Deliver sub-second voice clarity engineered for loud floor environments, empowering dealers, pit supervisors and escorts to coordinate play, resolve disputes and protect staff and guests.
- **Broadband PTT**
  Bridges smartphones, tablets and mobile computers into property talkgroups over cellular and Wi-Fi, keeping roaming shift managers, off-site executives and regional properties synchronized.
- **Video security and analytics**
  Unifies high-resolution optical cameras, body-worn mobile video and AI-powered video analytics to maintain continuous situational awareness, de-escalate patron confrontations, settle table disputes and protect property perimeters.
- **Access control systems**
  Restrict and audit physical entry into count rooms, cashier cages and VIP suites with smart credentials and propped-door alerts, satisfying statutory compliance mandates.
- **Integrated resilience software**
  Consolidates alarms, digital emergency playbooks and automated dispatch checklists into a central interface, accelerating response times and maintaining compliance audit logs.



Unified solutions to industry challenges

Our integrated ecosystem is purpose-built to address modern manufacturing facilities' biggest operational challenges.

	 Resilient communications backbone	 Connected safety and security ecosystem
→ **Lean shift headcounts** Expansive casino floor plans, multiple gaming pits, multi-deck parking structures and subterranean corridors stretch frontline staffing thin, creating coordination lags that stall table fills and delay guest service.	**Keeps teams continuously connected:** Delivers dependable voice coverage across expansive gaming layouts while extending push-to-talk across everyday smart devices so slot technicians and floor supervisors stay connected without leaving their posts.	**Pinpoints personnel and service calls:** Pinpoints roving personnel, guest medical calls and cash cart transfers instantly by pairing indoor location tracking with intelligent video oversight to eliminate resort blind spots.
→ **High acoustic noise and network congestion** High-volume entertainment and celebratory crowds drown out critical calls, while thousands of patron smartphones overwhelm commercial cellular networks during peak gaming hours and fight nights.	**Isolates speech through floor roar:** Suppresses deafening gaming floor noise through advanced acoustic filtering, operating on dedicated private channels immune to public cellular slowdowns and carrier tower outages.	**Automates incident alerts:** Detects physical altercations and medical distress in noisy lounges and private salons via smart acoustic sensors and discreet duress triggers, automatically routing urgent voice alerts directly to security radios.
→ **Siloed workforce communications** Disconnected radios and smart devices trap vital information between surveillance, security and floor managers, slowing incident resolution and creating gaming compliance risks.	**Unifies cross-functional teams:** Bridges two-way radios with everyday smart devices into shared talkgroups via secure gateways, enabling security escorts, cage cashiers and technical teams to collaborate instantly across different hardware.	**Accelerates automated incident dispatch:** Routes access violations, machine alarms and incident updates directly to frontline talkgroups via orchestration software, directing the closest responders to safeguard guests and maintain gaming uptime.

Resilient communications backbone

Private digital two-way radio systems

Dedicated on-site repeaters and dynamic trunking deliver an uncompromising local voice baseline independent of public carriers. This architecture provides sub-second voice transmission through dense concrete, fortified cashier cages and subterranean vaults, ensuring compliance protocols, chip fills and emergency calls never buffer, queue or drop.

Two-way radios and smart accessories

Engineered for the physical demands of the gaming floor, these portable devices combine AI-trained dual-microphone noise suppression with rugged drop protection. Paired with discreet surveillance earpieces, remote speaker microphones and accelerometers for automated duress detection, they protect staff and guests while keeping voice calls distinct in loud pits.

Broadband PTT mobility

Secure interoperability gateways backed by enterprise-grade AES-256 encryption link private radio channels directly to cellular and Wi-Fi networks. Table games managers, slot directors and roving engineers can review machine error codes, verify player profiles and join floor talkgroups from standard smartphones or purpose-built broadband handhelds without congesting primary security channels.

Intelligent battery and fleet management

Continuous multi-shift operations demand uninterrupted power. Automated multi-unit charging systems test cell health, monitor charge cycles and flag degrading batteries prior to shift deployment, preventing mid-shift communication drops and lowering total device ownership costs.





Connected safety and security ecosystem

Video security and AI analytics

High-resolution optical cameras and AI-powered video analytics provide surveillance teams with continuous situational awareness across exterior boundaries, parking structures and high-limit gaming areas. Operators track crowd flow, detect restricted-area incursions and verify physical threats without dispatching manual patrols.

Mobile video solutions

Equipping floor officers and cash escorts with rugged body-worn cameras provides transparent, evidence-grade documentation. The visible presence of cameras assists in de-escalating confrontations with aggressive patrons, gathers objective video to resolve high-stakes table disputes, and protects staff and guests from false liability claims.

Access control systems

Centralized door administration, instant propped-door alerts and touchless credentials secure count rooms, cage portals and dealer staging areas. Enforcing strict physical access policies upholds gaming commission regulations and enables security to execute immediate facility-wide or zone-specific lockouts during emergencies.

Integrated resilience software

A unified operational dashboard empowers dispatchers and shift managers to execute digital response playbooks, automate mass notifications and maintain an unalterable, time-stamped digital audit log for regulatory reviews.

Smart environmental sensors

Discreet sensors maintain proactive awareness in private areas where cameras are prohibited, including VIP salons, restrooms and executive suites. These devices detect acoustic distress anomalies, vaping and sudden changes in air quality, routing instant notifications directly to security radios.



Solutions in action

Peak event crowd causing commercial network congestion

- **Detect:** Surging event crowds saturate commercial cellular networks and resort Wi-Fi. In the meantime, a high-traffic slot machine jams, flashing its overhead service light across the crowded floor.
- **Respond:** Floor attendants spot the flashing light and call for service immediately, keying private radio talkgroups that bypass stalled commercial networks to dispatch roving technicians and floor supervisors instantly.
- **Resolve:** Technicians reach the jammed machine, clear the jam and verify machine logs in under three minutes over dedicated licensed channels unaffected by guest mobile traffic, preserving player engagement and continuous slot handle.

High-value cash transfer

- **Detect:** Security escorts initiate a routine multi-million-dollar cash transfer between the casino vault and cashier cage, while surveillance establishes continuous camera tracking and voice logging for security purposes.
- **Respond:** Escorts communicate with surveillance over dedicated private radio channels recorded by synchronized voice logging software, while automated workflow software triggers instant voice alerts if secured corridor doors are held open.
- **Resolve:** Security and cage staff complete the transfer securely with an unbroken audit trail of verified access events and synchronized voice logs.

Suspected cheating at high-limit tables

- **Detect:** A pit supervisor notices erratic betting spikes at a high-limit blackjack table and alerts surveillance, who zoom overhead optical cameras onto the felt to confirm suspect card-marking manipulation.
- **Respond:** Surveillance alerts plainclothes investigators equipped with broadband push-to-talk on consumer smartphones paired with wireless earbuds, allowing officers to blend in as patrons without bulky radio chassis making them conspicuous.
- **Resolve:** Undercover investigators verify the illicit markings in plain sight and coordinate silently with uniformed security to intercept suspects at the cashier cage before illicit payouts clear.

The Motorola Solutions difference

Failsafe performance for modern gaming resilience

We safeguard complex manufacturing environments through five foundational capabilities:

Unified safety and security ecosystem

We connect mission-critical group voice, AI-driven video security, body-worn cameras, physical access control and resilience management into one coordinated operational architecture.

Engineered for casino environments

Our hardware is built to cut through floor noise, survive heavy drops and deliver dependable performance across sprawling facilities.

Proven enterprise scale

Premier gaming destinations worldwide rely on our resilient communications networks to protect table hold, staff and guest safety, and bottom-line earnings.

Tailored solutions

Our certified partner network designs and implements custom technology deployments aligned with your property floor plan, jurisdictional gaming regulations and IT infrastructure.

Lifecycle management and cybersecurity services

We provide continuous technical support, over-the-air fleet programming and proactive cybersecurity to keep your communications network secure and compliant.

Safeguard guests and staff. Protect your venue. Guarantee continuous operations.



To explore how to integrate these technologies into your operation, please reach out to our team at **motorolasolutions.com/casinos/resilientcomms**

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Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. **motorolasolutions.com**

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