

ProCurve Networking by HP

ProCurve networks help Venetian mega-resort-casinos remain at the top of their games



"I literally run a city. The Venetian has gaming, inventory control, purchasing, a bank, its own police force, 1200 security cameras, hotel services, restaurants, retail, even a TV station. The network is the heart of these operations and must be reliable. ProCurve is the right solution for us. The technology performs, is easy to use and is incredibly reliable."

Steve Vollmer
Director of Information Technology
The Venetian Resort-Hotel-Casino

Introduction

Since 1999, The Venetian Resort-Hotel-Casino in Las Vegas has relied on a ProCurve Networking by HP network to run its entire business, spanning casino, convention center, retail, multi-restaurant and guest services operations. When the company expanded its presence in Las Vegas and built an entirely new mega-resort-casino in Macao, China, it reaffirmed ProCurve as its trusted networking provider. Today, all of the Venetian's operations around the world enjoy powerful, reliable and easy-to-manage ProCurve networks.

Trusting ProCurve Networking by HP networks

Las Vegas and Monte Carlo might be the gold standards for large-scale gaming destinations, but Macao - located on the southern tip of China - is gaining rapidly in prestige as well as popularity. In fact, Macao is often called "the Las Vegas of Asia" as well as "the Monte Carlo of the Orient."

When The Venetian Macao Resort Hotel, a 3,000-suite mega-resort mirroring its Las Vegas namesake, opened recently, its six-floor casino officially qualified as the world's biggest. It also opened with exceptionally high expectations at all levels of its facilities. Nothing about The Venetian Macao's operations could be left to chance.

Taking a cue from its Las Vegas counterpart, The Venetian Macao installed a ProCurve Networking by HP network to control all the resort-casino's operations, from guest check-in to gaming security cameras. At about the same time, The Venetian Resort-Hotel-Casino in Las Vegas completed a major expansion - called The Palazzo - that nearly doubled its hotel facilities.

Throughout all this growth and new development, the ProCurve network has provided a trustworthy constant: a reliable, high-performance and high-

value networking solution that has proven itself up to the task of supporting two of the world's most prestigious mega-resort-casinos.

Venetian Las Vegas expands its operations

"I literally run a city," explained Steve Vollmer, director of information technology at The Venetian Resort-Hotel-Casino. "The Venetian has gaming, inventory control, purchasing, a bank, its own police force, 1200 security cameras, hotel services, restaurants, retail, even a TV station. The network is the heart of these operations and must be reliable. ProCurve is the right solution for us. The technology performs, is easy to use and is incredibly reliable."

Since it opened its doors in 1999, the \$1.5 billion Venetian Resort-Hotel-Casino in Las Vegas has relied on a high-performance ProCurve network that is reliable, secure, efficient and scalable, allowing The Venetian to adapt to ever-changing business needs in the competitive gaming and hospitality industry. The ProCurve network has helped The Venetian Las Vegas provides staff with valuable time savings through simplified network management and use.

The Venetian Las Vegas relies on its ProCurve network to run its entire operations, including slot machines, high-speed Internet access to all guest rooms, and Voice-over-Internet Protocol (VoIP) capabilities throughout its hotel suites, casino, shops, restaurants and convention center.

The ProCurve network also delivers superb wireless support for The Venetian's growing number of mobile users - including staff at its innovative, portable "roll-a-desks" that can be moved to different locations to expedite large group check-in or check-out. In addition, the network supports various

Customer at a Glance

The Venetian Resort-Hotel-Casino in Las Vegas, complete with waterways, gondolas, frescoes and replicas of Venetian landmarks, is a \$1.5 billion resort built by entrepreneur Sheldon G. Adelson. With the recent addition of the Palazzo Tower located adjacent to The Venetian, the hotel offers 7,000+ suites, plus the property includes a 120,000-square-foot casino, shopping along a replicated Grand Canal and 18 world-class restaurants.

The recently opened The Venetian Macao, the world's biggest casino, cost more than US\$2 billion to build and has 3,000 hotel suites, 100,000 square meters of convention and exhibition space, 90,000 square meters of retail space, 20 leading restaurants, an 8,000 square meter deluxe spa and a six-floor casino with more than 1,000 gaming tables and 7,000 slot machines.

Taken together, The Venetian family of resorts is the most extensive in the hotel and entertainment industry.

convergence applications, such as a sophisticated digital video camera surveillance system, music over IP and a paging system.

Scalable, flexible network perfect choice for expanding services

When the Venetian Las Vegas added the new 3,000-suite Palazzo tower adjacent to its existing hotel complex - for a total of 7,000+ hotel suites to accompany its 120,000-square-foot casino, extensive shops and nearly 20 world-class restaurants - the resort's ProCurve network expanded as well.

The scalability of ProCurve solutions makes them the optimal choice for the Venetian, allowing the resort-casino to leverage its investment into the future as it continues to expand. Providing a complete local area network (LAN) solution, from the ProCurve Switch 5400zl series and other switches to the ProCurve Manager Plus (PCM+) network management software, the ProCurve network offered the flexibility to add the Palazzo tower seamlessly from the perspective of both guests and staff.

"Our ProCurve solution is straightforward, easy to manage and requires minimal support," said Vollmer. "In our business, the ProCurve network provides the foundation for superior guest services. Increased network performance at slot machines and the front desk translates to increased revenues. We estimate the ProCurve solution helps us save 10 to 15 seconds during guest check-in and check-out, which translates to a savings of nearly 30 hours a day just in one department."

Venetian Macao follows its Las Vegas namesake's lead

The Venetian Las Vegas is big, but The Venetian Macao is even bigger. The gargantuan complex, which cost more than US\$2 billion to build, boasts 3,000

hotel suites along with extensive convention and exhibition space, retail space, leading restaurants, deluxe spa and a six-floor casino.

To run this massive operation, the Venetian Macao has installed more than 1,500 ProCurve switches, including the 5400zl, 3500yl, 5300xl, 2800 and 2600 series; PCM+ 2.2 network management software and the ProCurve Identity Driven Manager (IDM) 2.1 plug-in; and more than 1,000 ProCurve radio ports for wireless local area networking (WLAN).

The Venetian Macao is using its ProCurve network in all aspects of its gaming and hospitality functions. It expects a great deal from the ProCurve network, based in part on ProCurve's success at The Venetian Las Vegas resort. In particular, The Venetian Macao is looking to its ProCurve network to improve customer experiences; sustain maximum network uptime; support emerging convergence applications such as video surveillance, VoIP and multimedia; provide wireless coverage throughout the complex; simplify network management; and be scalable for future expansions in size and in types of applications.

The Venetian Macao chose ProCurve Networking by HP for the following reasons:

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- Based on industry standards, the scalable ProCurve network supports The Venetian Macao's current and future needs and provides excellent interoperability with applications from other vendors. The standards-based network also is convergence-ready, combining all kinds of traffic - data, voice and video - onto a single, centrally managed network infrastructure.

Business Benefits

- The ProCurve network enables The Venetian Las Vegas and The Venetian Macao to offer superior guest services throughout its facilities, as well as to benefit from increased revenues and time savings.
- ProCurve's convergence-ready network allows The Venetian to implement cutting-edge technologies in its video camera surveillance and music/paging systems, which enhances guests' experiences and improves staff efficiencies.
- ProCurve's wireless solutions and unified wired/wireless network management improve staff efficiencies, such as through the use of mobile "roll-a-desks" in the hotels' front desk operations.
- Because the ProCurve network is so reliable and provides excellent uptime, The Venetian IT staff can spend more time harnessing the network to achieve business goals and less time worrying about networking infrastructure issues.
- The scalable, adaptive ProCurve network has already proven able to keep pace with The Venetian's recent expansions, providing confidence that the network will continue to meet The Venetian's needs as future requirements grow and change.
- The industry-leading ProCurve Lifetime Warranty* and free software upgrades provide tremendous additional value to The Venetian Las Vegas and The Venetian Macao.

- ProCurve's price/performance leadership, in particular in its 5400zl series switches, makes the network more affordable. Additionally, the ease of use of the ProCurve solutions saves considerable staff time, which translates into increased profits for The Venetian's operations.
- The reliability of the ProCurve network has already been proven through the low hardware fault rate in the switches installed in The Venetian Las Vegas.
- The industry-leading ProCurve Lifetime Warranty* and free software upgrades provide tremendous additional value to The Venetian operations.
- ProCurve offers practical security and a unified wired/wireless solution. ProCurve IDM enables greater security by giving The Venetian Macao more control over which users and devices are granted access to the network. The centrally managed wireless solution is easy to deploy, manage and use.

ProCurve's simplified network management requires little maintenance or support and features the ProCurve Lifetime Warranty*, the industry's best. And ProCurve's scalable, convergence-ready network design can expand easily to meet future application requirements and changing competitive pressures.

About ProCurve Networking by HP

The ProCurve Networking business unit of HP delivers wired and wireless enterprise networking products, services and solutions. The foundation for ProCurve's business model is the Adaptive Networks strategy in which networks are adaptive to users, applications and an organization's needs.

Further information on ProCurve networking solutions and products is available at www.procurve.com.

What makes it work: The Venetian Macao

Hardware

- ProCurve Switch 5400zl series
- ProCurve Switch 3500yl series
- ProCurve Switch 5300xl series
- ProCurve Switch 2800 series
- ProCurve Switch 2600 series
- ProCurve Wireless Edge Services xl Module
- ProCurve Radio Port 210/220

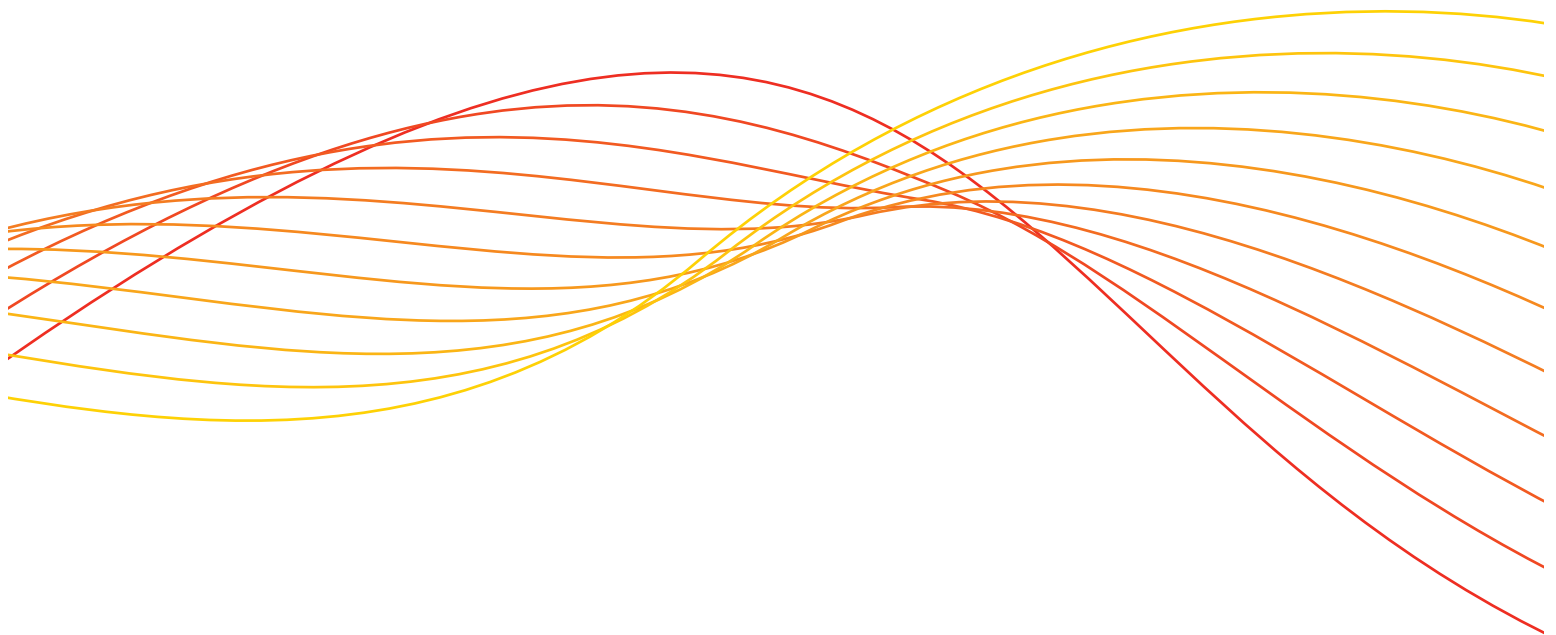
Software, Services & Support

- ProCurve Manager Plus (PCM+) 2.2 networking management software
- Identity Driven Manager (IDM) 2.1 plug-in to PCM+
- Lifetime warranty on most products*
- Software updates, telephone and email technical support**
- Comprehensive network design and configuration services**

*For as long as you own the product, with next-business-day advance replacement (available in most countries). The following hardware products and their related family modules have a one-year warranty with extensions available: The ProCurve Routing Switch 9300m Series, ProCurve Switch 8100fl Series, ProCurve Access Control Server 745wl and the ProCurve Network Access Controller 800. Standalone software may have a different warranty duration. For details, refer to the ProCurve Software License, Warranty and Support booklet at:

<http://www.hp.com/rnd/support/warranty/index.htm>.

**For the most up-to-date information, go to www.procurve.com.



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