



DAVE &

BUSTER'S

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Where Fun and Safety Are Always on the Menu

By Kathleen Rhodes, Marketing Communications Writer

Featuring great food and beverages, pocket billiards, shuffleboard and more than 200 video games in every store, Dave & Buster's offers customers a one-of-a-kind entertainment experience. "We have everything you need for fun under one roof," explains Janette L. Oswald, Dave & Buster's Director of Asset Protection. And while guests eat, drink and play, Dave & Buster's trusts Pelco to help ensure the safety of customers, staff and management.



BECAUSE IT IS SO USER-FRIENDLY AND EASY-TO-OPERATE
OUR MANAGERS ACTUALLY USE IT!

— Janette L. Oswald
Dave & Buster's Director of Asset Protection

Oswald learned about Pelco during a visit in 2006 to the Worldwide Headquarters in Clovis, California. "I was so impressed with everything I saw, from the accuracy in shipping to how well Pelco treats their employees," she says. "I felt sure the equipment would be too expensive to fit into my budget." But when she needed to upgrade an existing system she contacted Robert Barr of Security Products, Inc. and asked about Pelco. "When I found out how affordable the equipment was, I just kicked myself for not having called sooner."

Loss prevention and risk management are the biggest areas of concern for Dave & Buster's. "We watch the cash and valuable merchandise, while other cameras are focused on high-risk areas such as our front and back doors," says Oswald. In the summer of 2007, Dave & Buster's began upgrading the existing video security systems inside stores to complete Pelco solutions. Barr's goal was to deliver a system that was high performance but affordable and easy-to-use – and he found just that with the new DX4500 Digital Video Recorder.

"Dave & Buster's was one of the first users of the DX4500 DVR," Barr explains. Featuring an intuitive user interface for simple operation and minimal training time, Oswald says the DX4500 was a perfect solution. "Because it

is so user-friendly and easy-to-operate our managers actually use it! At one store we found evidence in a theft investigation the very first day after the installation was complete." Management also uses the remote client to keep watch over multiple stores from any location.

The DX4500 DVR is working so well for Dave & Buster's that they have decided to install these systems in all of their 49 locations, and use a complete Pelco video security solution in all new construction. Video is monitored with Pelco LCD flat panel displays, and MCS Series power supplies power the system. They also use Camclosure IS integrated imaging systems with Wide Dynamic Range (WDR) to overcome the challenging lighting conditions inside the stores. "Dave & Buster's has strobe lights, mirror balls, flashing video games and dozens of televisions," Barr says. "WDR cameras have worked great and produce quality images."

While Dave & Buster's has a long history of using video security in their stores to help with loss prevention and risk management, only recently did they elect to install



DX

4500

a system at their corporate headquarters in Dallas, Texas. According to Oswald, "The neighborhood where the corporate office is located has changed over the years and we were experiencing a lot of motor vehicle break-ins. It was a concern for the safety and security of our greatest asset – our people."

Barr says that Pelco products work so well for Dave and Buster's stores, it was an obvious choice for the corporate headquarters as well. They installed 23 Pelco cameras to monitor the parking lot and building entrances, and according to Oswald they saw immediate results. "We've had only one vehicle break-in in the parking lot since we installed the cameras."

The system has also given employees peace of mind. "I think there is an overall improvement in morale because our folks know we care enough about their

safety to invest in this system." Oswald considers their reaction to be an unexpected benefit of the system. "Everyone is taking more ownership in our security. They report suspicious vehicles and people, and just look out for one another more than they did before because they know that they are being looked after."



DX4500 Series
Digital Video Recorder