

River Spirit Casino Hits Mobility Jackpot with AirWatch-Managed Devices

The Client

Since opening its doors in 1984, River Spirit Casino has provided a premier entertainment experience for its guests and earned a reputation as a top tourist destination in Tulsa, Okla. The casino offers a unique variety of casino games, casual and fine dining choices as well as live entertainment. The casino is owned and operated by the Muscogee (Creek) Nation and currently employs more than 1,000 people. Proceeds from the gaming operations help to fund a variety of Muscogee (Creek) Nation service programs such as housing, education, elderly assistance and healthcare.



The Challenge

River Spirit Casino had been searching for an enterprise mobility management solution to enable employee productivity and enhance guest comfort. Beginning with casino management, IT teams at River Spirit Casino deployed Blackberry smartphones to enable secure email from anywhere. However, the casino's corporate email infrastructure lacked the controls necessary to prevent unauthorized device access, preventing this feature from being used companywide.

The Solution

Williams and his team evaluated multiple enterprise mobility management providers before selecting AirWatch® by VMware® to manage its growing fleet of mobile devices. "Out of the many solutions we evaluated, AirWatch offered the most security for the mobile devices we wanted to use," said Williams.

With AirWatch, River Spirit Casino now manages more than 400 devices across Android, iOS and Windows platforms. The first initiative of the casino was replacing BlackBerry devices used by casino management with more feature-rich iPhones. Williams and his team currently use restrictions profiles to enforce mandatory passcodes and authentication procedures to protect email and applications. With AirWatch, leadership can also process procurement requests through email, a task that could not be completed on legacy systems. To secure applications, Williams and his team push the

Solution Overview

- Client: River Spirit Casino
- Industry: Hospitality
- Geography: North America
- Features: MDM, MAM, MCM
- Infrastructure Integrations: Microsoft Active Directory, Microsoft Exchange
- Devices: 100 – 500



AirWatch[®] App Catalog to securely distribute internally developed and approved public applications to managed devices, including flight and trip applications for executives who travel.

River Spirit Casino also deploys mobile devices to employees to better serve casino guests. iPods are used by food and beverage servers to enter orders electronically from anywhere on the casino floor. Similarly, game technicians are alerted on their iPods about malfunctioning machines. They have access to floor maps and game lists through AirWatch[®] Secure Content Locker[®] so they can repair or replace machines more quickly. Internal websites are also whitelisted on managed iPods, enabling employees to quickly research troubleshooting questions, such as how to reset a device passcode, through documentation available on the corporate Intranet. "AirWatch provides easy setup and troubleshooting for Apple devices within our environment," noted Williams. "When we recently had some employees struggle with passwords, AirWatch simplified the troubleshooting process to get the devices back up and running."

Mobile devices are also being used to enable in-depth employee training at the casino and administrative levels. Williams and his team provide mobile devices to the human resources team to keep them up-to-date on corporate policy and industry news. AirWatch-managed laptops are used within newly renovated conference rooms to facilitate training for employees. These improvements have afforded River Spirit Casino guests a better experience in a number of ways, including reduced food and drink wait times and faster customer assistance. "With AirWatch, our response time to customer requests has been reduced to a fraction of what it used to be," Williams noted. "Our guest-facing ambassadors are more efficient due to using AirWatch-managed devices."

Up Next

River Spirit Casino plans to continue expanding its mobility initiative to drive a positive guest experience at its casino and resort. River Spirit Casino wants to use AirWatch to assist in recovering lost or stolen laptops throughout its casinos and hotels. In addition, the IT team plans to replace the current point-of-sale system in the casinos with wireless terminals on mobile carts to make it easier to process payments in less accessible areas, such as the outdoor guest lounges around the hotels. River Spirit Casino is also considering iPads for guest comfort in hotel rooms. Williams and his team expect to add about 100 more devices, including Windows Surface tablets, in the coming year.

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– Michael Williams
Senior Systems Specialist
River Spirit Casino

