

#### Background

Harrah's Casino needed optical turnstiles to count guests entering and exiting the gaming area at its St. Louis, Missouri property.

Instead of buying from Alvarado, Harrah's decided to try product from another turnstile company. The other supplier was given over 14 weeks to deliver the product to meet timelines set by the Missouri Gaming Commission.

#### Challenge

Shortly before the delivery date, the supplier sheepishly told Harrah's and its integrator, Siemens Building Technologies, that delivery of its product would be at least two weeks late – because the product was coming from Europe.

This put Harrah's in a real bind. If the optical turnstiles weren't installed by the gaming commission deadline, Harrah's faced hefty fines.

Harrah's turned to Alvarado for help.



#### Solution

After discussing the situation with Harrah's and Siemens, Alvarado agreed to manufacture and ship 16 of its Supervisor 500 barrier free opticals within 10 days. This would give Siemens sufficient time to install the optical turnstiles and Alvarado's GateWatch patron counting software in time to meet the project completion deadline.

“ The original supplier really let us down. Alvarado's world-class operation bailed us out and really saved the day! ”

- Steve Lemon  
Senior Project Manager  
Siemens Building Technology

#### Alvarado Advantage

As a thriving U.S.-based manufacturer, Alvarado has invested in the resources, technology and training that allow it to manufacture, ship and service product an average of 35% faster than competitors.

Even faster shipping is available through Alvarado's very popular QuickShip program, which enables Alvarado to meet most customer requirements in record time.

#### Impact

Alvarado's ability to respond quickly allowed Harrah's to meet its requirements. The installed products installed easily and worked well right out of the box.



“ The other guys blew it. Harrah's needed help and they needed it fast! ”

- Nick Simon  
National Sales Manager  
Alvarado

corporate entry control | queuing/public entry | asset protection | entertainment venue solutions

Alvarado  
12660 Colony Street  
Chino, CA 91710 USA

Phone 909.591.8431  
Fax 909.628.1403  
Toll Free 800.423.4143

email: [information@alvaradomfg.com](mailto:information@alvaradomfg.com)  
[www.alvaradomfg.com](http://www.alvaradomfg.com)