



Palms Casino Resort

INTRODUCTION

Following a multi-faceted \$690 million renovation, the Palms Casino Resort has revealed a brand-new vision for the signature Las Vegas destination. From their unprecedented suites and villas to the 95,000-square-foot casino area, Palms has created an all-encompassing, memorable visit. The immersive property boasts three distinct towers and a diverse mix of bars, restaurants, and live entertainment venues for guests to enjoy.

LOCATION:

Las Vegas

PARTNERS:

National Technology Associates

FEATURED SPACES:

Guest Suites, Dining Areas, Casino, Nightclub



THE CHALLENGE

Palms spared no expense in creating a property that makes every visit unforgettable with intricate designs and entertainment options throughout. Palms needed a robust solution that would deliver intuitive automation throughout the entire resort. The Palms Casino Resort worked with H Waldman and his team at National Technology Associates to design a system that would enhance the stay of the guests without being overwhelming.

THE SOLUTION

The Palms Casino Resort was designed to extend a luxurious experience to all its guests. Owned by the San Manuel Band of Mission Indians, Palms is the first tribal owned and operated casino in Las Vegas. In the hotel suites, casino, and restaurants, Crestron has delivered a dynamic solution that is easy-to-use for the staff and guests alike.

"CRESTRON TECHNOLOGY IS INSTRUMENTAL IN PROVIDING SOPHISTICATED AUTOMATION THAT STREAMLINES OPERATIONS AT THE PALMS CASINO RESORT, ESPECIALLY OUR SUITES AND VILLAS, ENSURING A CONSISTENT, HIGH-QUALITY GUEST EXPERIENCE BY CENTRALLY MANAGING LIGHTING, CLIMATE, AND AV SYSTEMS THROUGHOUT OUR RESORT."

Raul Daniels
*Vice President of Event Sales & Catering,
Palms Casino Resort*

THE TECHNOLOGY

By standardizing on Crestron technology, guests and staff are able to create an optimal experience no matter where they are in the resort. Throughout the high-end suites, guests can take control into their own hands using a TSW touch screen. They can adjust the Crestron lighting and shading as well as the Crestron thermostat with the convenient touch of a button. Beyond customizing environmental controls, guests are also able to manage the hospitality system in the suite, including the interactive TV. The Crestron controlled suites provide guests with the comfort to personalize their room so they feel right at home.



"CRESTRON HAS REALLY EXPANDED AND DEVELOPED THEIR SOLUTIONS OVER THE YEARS TO EMPOWER RESIDENCES AND BUSINESSES TO DO SO MUCH MORE WITH THEIR TECHNOLOGY INFRASTRUCTURE. CRESTRON IS ABLE TO SIMPLIFY CONTROL FOR ALL OF THE COMMON AREA TVS, AUDIO ZONES, AND LIGHTING ZONES AT PALMS."

H Waldman
COO,
National Technology Associates





In addition to the luxurious amenities available at Palms there are a number of dining options, with diverse menus ranging from formal to casual. With Crestron, the Palms staff can work with the unique setting of each restaurant to create an atmosphere that matches the menu. Predetermined scenes allow any member of the staff to select the perfect setting with the Crestron lighting and shading solutions in the restaurant at any time. Crestron DigitalMedia™ technology distributes digital content throughout the restaurants and provides the flexibility to add more displays in the future.

Inside the casino, guests have the opportunity to participate in over 40 table games and 1,300 digital games on the casino floor. Unlike other areas of the resort, the Crestron lighting solutions in the casino are programmed according to the time of day; they are timed to provide ambient lighting throughout the casino. Audio control is accomplished via a Crestron touch screen which has the ability to independently control every speaker zone in the entire casino, save and recall volume-level presets, and schedule when those presets are selected.

"WITH THE LIVE PERFORMANCES, WE MAY HAVE AN ACT THAT COMES IN AND WE'RE EXPECTED TO IMMEDIATELY ROUTE THEIR CONTENT THROUGHOUT THE ENTIRE SPACE QUICKLY. THANKS TO DM NVX, WE'RE ABLE TO DO JUST THAT."

Raul Daniels

*Vice President of Event Sales & Catering,
Palms Casino Resort*



RESULTS

With Crestron as the common thread across the property, National Technology Associates and Palms delivered a smooth integration of technology during the renovation. The new Palms was designed with the guests in mind to deliver an experience unlike any other, seamlessly connecting engaging technology that complements the visual aesthetic.

About Crestron Hospitality

Only Crestron enables you to provide the ultimate personalized guest experience combined with robust, scalable, cost-effective property-wide monitoring and management through a single platform. From guest rooms to event spaces and everything in between, Crestron enables you to create an unparalleled experience that will keep guests coming back.

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"FROM THE CASINO TO THE RESTAURANTS, ACROSS THE SUITES AND THE POOL, ALL THE TECHNOLOGY AT PALMS CASINO RESORT IS CONSISTENT AND MANAGED ON ONE PLATFORM. THE RELIABILITY OF THESE SYSTEMS AND THE ABILITY TO STANDARDIZE ARE SOME OF THE MANY REASONS WHY WE ARE A CRESTRON HOSPITALITY PARTNER."

H Waldman
COO,
National Technology Associates

Featured Products

3-Series® Control System
PRO3

DM NVX® 4K60 4:4:4 HDR Network AV
Encoder/Decoder
DM-NVX-350

10 in. Touch Screen
TSW-1070

16x16 DigitalMedia™ Switcher
DM-MD16X16-CPU3

Crestron Lighting

Crestron Shading

